

## **INTEGRATED SUPPLY CHAIN SOLUTIONS SEGMENT**

### **Consultancy and Professional Services**

We leverage our long operating history and knowledge base to help our customers develop an effective, digitised and scalable supply chain, while maximizing potential for future growth. We are supply chain practitioners, and our approach is to consult in a way that aims at offering a scalable solution to transform the supply chain and logistics through efficiency and visibility to deliver improved performance and a reduction in operating costs.

### **Integrated Transportation**

As part of integrated transportation services, we offer value-added services by following a 'plan for every part model' (PFEP) wherein the volume, weight, source and velocity of supply, frequency and mode of collection for each part is taken and the logistics, collection and supply plan is determined on a dynamic basis. Our transportation solutions include first mile, long haul and last-mile deliveries through milk run, point to point and cross dock, storage and redelivery models.

### **Logistics Operation Centres and In-plant**

#### **Logistics Operations**

We provide a range of production support solutions which include warehousing, materials management, containment and rework, vendor managed inventory management, just-in-time or line feeding, subassembly, sequencing and kitting, value-add assembly and intra plant material handling solutions, to customers across multiple sectors. We commence our manufacturing support by way of a consultative process to solutioning consisting of system integration, industrial quality and engineering resources. We collect and analyse the operational data, and our engineering team works collaboratively with the customer to design the solution.

### **Finished Goods and Aftermarket Fulfilment**

With strategically located across five continents, we aim at enabling our customers to expand their operations across the globe providing them with flexibility, scalability as competitive advantages. We provide tailored solutions for multiple categories of warehouses, including finished goods warehousing and aftermarket or service parts warehousing solutions. We also provide innovative fulfilment solutions that are tailored to each customer's supply chain requirements. Each solution is designed to seamlessly integrate with our customers' systems to provide an optimal and accurate flow of operational data. In India, we also offer 'free trade warehousing zone' bonded services to a number of customers that serve a wide range of supply chain activities such as warehousing, imported parts and goods storage, inbound transportation, distribution, customs clearance and customer-specific value-added services, such as export kitting, packaging, bolting services, spare parts segregation, and repacking services.

## **Sourcing and Procurement**

We offer master data, e-catalogue, forecasting, procurement and inventory management solutions by leveraging our sourcing knowledge base, tech platform and processes. We integrate our systems with those of our customers to provide them full visibility to their supply chains. Our sourcing and procurement management solutions include data analytics, order and inventory management, global sourcing and procurement and aftermarket support. The key benefits of our product management solutions are increasing availability of stock, improving quality and integrity of data and ensuring strategic procurement is competitive.

## **NETWORK SOLUTIONS SEGMENT**

### **Global Forwarding Solutions (GFS)**

We provide a comprehensive range of services under our GFS business, with an objective to manage end-to end freight forwarding across ocean, air and land. Our tech platform offers network visibility from planning till destination making it seamless for our customers. Our services include customs brokerage, warehousing and storage, value added services and intermodal and multimodal road transport. With the strength of our solutioning, we have built enduring relationships with our customers.

### **Ocean Freight**

We are a non-vessel operating common carrier (NVOCC) allowing us to schedule our customers' ocean cargo with any shipping line, creating flexibility and freedom to choose the most suitable vessel and schedule for our customers' needs. We offer a comprehensive suite of ocean freight solutions, which are agile and inter and multimodal solutions, as well as have capabilities to provide consolidation and deconsolidation of shipments at origin and destination to further optimise supply chain for our customers.

### **Air Freight**

We work with major reputable airline carriers to provide customised airfreight solutions to a variety of industry sectors and are members of the International Air Transport Association. We also have air forwarding teams, which aims at providing the deliveries to arrive safely, security and on-time, located in key shipping logistics hubs in airports. We also provide 24/7 end to- end visibility of air freight movements through our technology platform.

### **Land Freight**

We offer land freight transport through rail and road to our customers. We provide flexible options such as 'Less-than-Truckload' (LTT) and 'Full-Truckload' (FT) and other specialized requirements. Our land freight forwarding capabilities are offered as a value add service offering to our customers who move their goods through our ocean freight and air freight services, providing a 'one-stop' solution and single touchpoint for our customers' needs.

## **Project Forwarding Solutions**

We offer project forwarding solutions from flight and vessel chartering to planning and implementing breakbulk and project cargo. We leverage the knowledge and know-how gathered from our operations across geographies and offer a range of project forwarding solutions and services. Our solution-driven approach aims at innovating and providing project forwarding solutions to supply chain challenges.

## **Integrated Final Mile (IFM)**

We offer a wide range of services under our IFM business, such as closed loop logistics (including spare parts logistics services, break-fix, return, refurbishment and engineering support) and time critical consignment delivery services (including same-day and next day) to both large ('B2B') and small ('B2b') businesses in various industries.

## **Closed Loop Logistics and Support**

We offer unique range of innovative distribution options based aiming to enable our customers to fulfil the increased demand for fast delivery to field service engineers and stores as well as replace their fixed costs with a flexible commercial model that supports their growth.

## **Engineering Support Services**

We offer a range of field technology services across geographies. We offer 'break/fix' services, where our engineers provide support for desktop and enterprise equipment as well as electronic point of sale equipment, ATM machines and printers and technical staffing. In addition, we also provide IT project and deployment services, asset recovery services and repair workshop services.

## **Time Critical Consignment Delivery**

We offer a complete range of time critical consignment delivery for B2B customers. This includes same day delivery, next day delivery and international delivery services.

### **Same Day**

We cater to customers across multiple business sectors with a range of different delivery requirements by managing their same day, complex and time-critical delivery requirements as well as standard delivery by 'the end of the day' services across geographies. Our operational model is flexible and responsive, enabling us to accommodate customer requirements.

### **Next Day**

We offer a range of 'next day' delivery services that provides an 'end of next day' time guaranteed delivery, as well as offer unique 'in-house trunk and last mile service' for highly sensitive consignment. Through our 'trunk and last mile service', we manage consignments entirely within our network and keep the handling points to a minimum.

## **International Delivery**

We have developed an international routing system and have access to a wide range of service partners to ensure that cost and time-efficient methods are selected to dispatch all customer consignments. Our operations team and systems provide the necessary support, including providing accurate and reliable estimated time of arrival (ETA) through e-mail or SMS.