

**BELIEVE IN THE
POWER OF US**



CASE STUDY: RETAIL BANKING GROUP

DELIVERING STEP-CHANGE INTEGRATED FINAL MILE SOLUTIONS

Background:

This customer is a global leader in consumer transaction technologies, serving over 500,000 customers across 180+ countries. They offer POS and ATM solutions across industries like retail, hospitality, banking, and telecommunications. TVS SCS manages spare parts provision from 208 global locations, providing in-night operations, PUDO services, in-boot services, warehousing, field engineering, workshop repair, and facilities to support with pre-delivery configurations. For two decades, TVS SCS has supported their spare parts distribution, ensuring high service levels and timely deliveries. This comprehensive approach enhances operational efficiency, reduces downtime, and supports seamless global service delivery.

Challenge:

Operating in close partnership, TVS SCS has worked with this customer to address key supply chain challenges and deliver integrated final mile solutions. The focus has been on driving cost reduction through streamlined processes and global delivery capabilities, ensuring efficient, cost-effective solutions across regions. TVS SCS also provides comprehensive services like spare parts management, warehousing, and field services, maintaining high service levels and operational efficiency. This partnership has optimised their supply chain while ensuring resilience and scalability to support global operations.

The TVS SCS Solution:

- Managing over 1 million spare parts globally across 6 geographies
- Parts availability across 208 locations globally
- In-night operations to support in-boot and PUDO deliveries
- Warehousing and storage of parts worldwide for their retail and banking products
- 120,000 part numbers visible across the globe through our in-house warehouse management system, TRACE
- Facilities for the customers to complete pre-delivery configurations
- Field engineering and workshop repair services

Customer Benefits:



Increase in parts availability across the globe



Reduced operating costs



Reduced inventory costs



24/7 in-night operations



Over 1 million parts globally



Efficient routes, reducing fuel, freight, and shipping costs



Robust and resilient processes



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