

A1 Telekom Austria AG uses Logwin overnight service

Grevenmacher (Luxembourg) - The global logistics service provider Logwin, has been given responsibility for supplying more than 130 depots of A1 Telekom Austria AG. Since March this year Logwin has been delivering modems, media boxes, cables and telephones direct to the boxes of A1 Telekom Austria's field engineers.

A1 Telekom Austria AG has teamed up with Logwin to completely redesign its distribution concept for supplying its field engineers. The field engineers used to have to collect the articles from 85 different A1 Telekom Austria regional warehouses themselves. Compared with the old system, thousands of kilometers traveled can be saved each year with immediate effect. Since Logwin collects the parts from A1 Telekom Austria's central warehouse in Vienna every day, an additional benefit is that stocks there could be reduced by 40 per cent, and distribution has been speeded up considerably and all deliveries arrive on time.

Central warehouse for regional distribution

Logwin organizes distribution direct from A1 Telekom Austria's central warehouse in Vienna. "We collect one or two truckloads of parts from A1 Telekom Austria's warehouse at around 10:00 p.m., using scanners to record the incoming consignments and transport them to the Logwin hub," explains Andreas Kerschner, Director Operations Transport and Retail Networks at Logwin. The parts are pre-picked in sealed boxes. Logistics staff sort the boxes at the Logwin hub in Vienna according to destination and consignee, and distribute them to the delivery vehicles. The drivers document the acceptance of the goods with a 'hub-out' scan.

Distribution and returns management in a single step

Around 1,300 field engineers are in action on behalf of A1 Telekom Austria every day. Since the distribution system was changed, they can access just under 300 depots throughout Austria for parts supplies. A1 Telekom Austria uses Logwin's guaranteed delivery service for three-quarters of deliveries. Every day, just after midnight 15 vans leave the Logwin terminal in Vienna in order to make their rounds of the field engineer depots and deliver the required replacement and service parts. "At most A1 Telekom Austria locations we deliver into the building or office, leaving the articles in the relevant field technician's box,"

says Andreas Kerschner. "At other A1 Telekom Austria locations there is a heated container especially for delivering and collecting the sensitive electronic parts." Logwin guarantees that consignments will arrive by 7.00 a.m., with an arrival scan confirming delivery for the drivers. In the same workstep they can collect return consignments for A1 Telekom Austria's returned goods center. "The field engineers simply have to leave the parts that are no longer required or that are defective in a shipment package inside their box or container before leaving work," explains Andreas Kerschner.

Well planned, quickly delivered

All delivery rounds are fixed in advance. A1 Telekom Austria sends an EDI notification each day to a central server, while short-term notifications are sent to the delivery person's handheld device. In addition, the Logwin hotline is available 24 hours a day, 7 days a week for any questions.

In future A1 Telekom Austria is planning to have the parts delivered direct to the customer service technician's car. The aim is to increase efficiency and to service more customers per day. With the new distribution concept developed in collaboration with Logwin, the company ensures that all parts reach the place they are needed in the shortest possible time.

A1 Telekom Austria

With 5.1 million mobile telephone customers and 2.3 million land lines, A1 Telekom Austria is Austria's leading telecommunications company. It originated in July 2010 from the merger between Telekom Austria and mobilkom austria. Customers benefit from a comprehensive service offering from a single provider that includes telephone, fax, Internet and TV connections.

A1 Telekom Austria is part of the Telekom Austria Group - a leading telecommunications company in the EU region. Telekom Austria Group operates in eight EU countries and employs 9,700 staff in its Austria segment. The Austria segment achieved sales of 3,064.2 million euros in 2010, while sales of Telekom Austria Group totaled 4,650.8 million euros in the 2010 financial year.

You can find more information at www.a1telekom.at

About Logwin AG

As an external partner, Logwin AG, Grevenmacher (Luxembourg), develops a comprehensive range of logistics and service solutions for trade and industry. In 2010, the group generated sales of 1.4 billion euros and currently employs over 5,600 staff. Logwin operates in all main markets worldwide and has approximately 250 locations across all continents. With its two business segments Solutions (customer-focused contract logistics solutions) and Air + Ocean (global air and sea freight activities), Logwin AG is one of the leaders in the market.

The business segment Solutions stands for contract logistics within Logwin AG. Solutions offers individual customer- and industry-oriented solutions ranging from supply chain management, warehousing and logistical value-added services through to complete outsourcing projects. The business segment has a high level of competence in process management and the development of customized IT solutions. The close ties between the business segments enable multi-modal transport solutions to be implemented quickly and efficiently.

Logwin AG is listed in the Prime Standard of the Deutsche Börse. The majority shareholder is DELTON AG, Bad Homburg (Germany).

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