A supply chain solution for Olympus – across different sites

ARVATO SUPPLY CHAIN SOLUTIONS OFFERS OLYMPUS A TAILORED DISTRIBUTION SOLUTION, WHICH IS PERFECTLY SUITED TO THE REQUIREMENTS OF MEDICAL EQUIPMENT FROM ITS SITES IN HAMBURG AND HARSEWINKEL.

01 Background

Olympus was looking for a distribution partner that could draw on far-reaching know-how in logistics processes as well as in medical technology to create customized distribution solutions for its own product divisions and to constantly optimize and develop these solutions in a forward-looking and customer-oriented way.

02 Vision

An integrated, one-stop distribution concept which creates the perfect conditions for different business units to ensure customer satisfaction and keep controlling expenses as low as possible for Olympus.

About Olympus

– Olympus develops customer-oriented product solutions for medical technology, science and industry

– The products help to detect, prevent and treat diseases, promote scientific research and support the safety of society

– Founded in 1919 in Japan, Olympus has been synonymous with a pioneering spirit and innovation for more than 100 years
As a cross-industry service partner with a vast network of sites, Arvato has developed a distribution solution which optimally combines the advantages of multi-user sites and existing industry know-how for medical equipment.

For the worldwide distribution of medical technology from Olympus, the healthcare specialists set up a new site in Hamburg in 2012, closely followed by an expansion project in 2016, which saw the logistics space available, more than doubled.

From its site in Allermöhe, Arvato operates both the distribution center for the pan-EMEA Olympus marketing and sales company and also the central warehouse for its regional Olympus Surgical Technologies Europe (OSTE) production center which delivers to Olympus sales business centers globally. The center’s portfolio includes more than 5,000 medical products such as endoscopes, laparoscopes and electro-surgical devices. More than 22,000 articles are stored here in total, ranging from large medical devices to small replacement parts. A further 2,000 ENT products were added following the expansion.

In 2021, a state-of-the-art Autostore will also be commissioned at the site to continue to grow with the customer, respond flexibly and efficiently to changing market needs, and ultimately provide optimal patient care for Olympus.

Arvato meets individual requirements

The wide spectrum of articles, strong variations in shipping volumes and stocks of the two Olympus business centers place great demands on the warehouse. A bonded warehouse was also set up to realize cost savings and the site was certified in line with ISO 13485 for handling medical equipment. The status as a “known consignor” allows air freight to be loaded quickly without additional checks at airports.

### Keyfacts location Hamburg

- 20,000 m² logistics area
- 9,300 pallet locations
- 73,000 storage locations
- 500 dangerous goods pallet locations
- 350,000 delivery notes (2019)
- 4,000,000 shipped units (2019)
- 941,680 delivery positions (2019)
- ISO certification 9001 + 13485
In addition, in Hamburg a storage unit for hazardous materials with space for 500 palettes was established and a hazardous material organization system implemented to ensure that the storage and delivery of hazardous materials/goods always complies with legal provisions. Assembling various individual components to form a kit and its subsequent dispatch is a further service provided in Hamburg. The outgoing goods processes are rounded off with an efficient bulking concept which ensures that orders are optimally pooled.

„Arvato offers the best possible conditions with widespread services, extensive expertise in the field of medical technology and a standardized infrastructure. As a long-standing, reliable partner, Arvato is strongly integrated into Olympus' processes and provides us with optimum support to fulfill our role as EMEA headquarters in logistical terms as well."

Alexander Nibbe
General Manager Supply Chain Management, Olympus Europa SE & Co. KG

Our services

– Warehousing incl. hazardous goods/materials handling and bonded warehouse
– Bulking processes
– Shipping fast-moving consumables and manuals (next day deliveries)
– Packaging procurement
– Transport management
– Wide-ranging IT support
– Executing the processes relating to the change of ownership of goods between the manufacturer and sales company
– Integrated print-on-demand processes for manuals
– Printing Olympus manuals
Global distribution

Arvato’s service portfolio includes shipping large volumes on behalf of the manufacturer to other Olympus distribution centers throughout the world as well as final-mile delivery for the sales company to medical centers and hospitals across Europe. As a premium manufacturer, Olympus attaches great importance to the satisfaction of its customers. Arvato helps deliver on these expectations by constantly optimizing its service level and offering rapid delivery times of a maximum of 24 hours in Germany and 48 hours throughout Europe. Thanks to its transport management system, Arvato has also taken on part of the transport management workload of Olympus, including tracking and tracing.

Value-added service

The print-on-demand processes for printing the manuals for the Olympus devices are smoothly integrated into the existing distribution workflows. The corresponding consumables and their manuals are sent out by Arvato from the Harsewinkel multi-user site, which offers scalable structures for peak periods and late cut-off times by virtue of its location. As a result, the products reach the recipient within one day.

Smooth execution is ensured by a robust IT infrastructure based on SAP, which offers maximum transparency across the entire medical equipment business thanks to its regular reporting. This infrastructure also documents the changes of ownership of goods from the manufacturer to the sales company.

Arvato prints in Hamburg

29,000 different manuals in 25 languages

Printed manuals/year: 1,790,964

Printed pages/year: 25 millions

Added value:

Particularly at times of temporary peak shipping volumes, Olympus benefits from the scalable structures of Arvato sites while still maintaining maximum transparency in all processes. The logistics expertise and best practice experiences from many different sectors also offer the best conditions for constantly optimizing warehousing and distribution processes.

More information:

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