

time:matters Press FAQ

What are the most important milestones in the development of the company?

- **2002:** time:matters is spun off from the parent company Lufthansa Cargo AG under the name “Lufthansa Cargo SameDay World GmbH”. Lufthansa Cargo remains 100-percent shareholder of the spun-off subsidiary.
- **2003:** The company’s name is changed from Lufthansa Cargo SameDay World GmbH into “time:matters GmbH”. Special Speed Solutions become the core content of business activities.
- **2006:** time:matters launches its internationalization strategy by opening the first overseas branch office in Zurich. In the following years, further branch offices are opened throughout Europe and Asia.
- **2007:** Capital funds of the growth investor Aheim Capital GmbH acquire a majority stake in time:matters GmbH. Lufthansa Cargo, hitherto the sole shareholder, remains convinced of the attractiveness of this business sector and continues as a shareholder of time:matters with 49%.

What does time:matters’ business model look like?

We are deliberately a niche provider: our **Special Speed Solutions** constitute a special area within the **CEP** (= Courier, Express, Parcel) sector. Our particular strength lies in the fact that we are not a “system provider”, for which customers must change their own needs in order to fit our “off-the-shelf solutions”. Rather we **flexibly and individually** adjust all of our solutions to suit the respective needs of the customer and implement these tailor-made solutions through our dense **international air-rail-road network** – naturally also **door-to-door**.

In keeping with our philosophy, we are the logistics problem solver for all time-critical situations and emergencies that require customized and reliable special solutions. Thereby our focus is on factors such as **speed, reliability, personal support** as well as **individual and flexible service**. We develop the **optimal solution** for each order; each of our employees treats the fastest possible and most reliable transport of “their” shipment as both a personal challenge and goal. Proactive and open communication with the customer takes place due to the seamless monitoring of each shipping process.

Which competitive advantages separate your company from other market participants?

time:matters occupies a special area of the **CEP** sector with its **Special Speed Solutions**. With globally positioned partners, such as Lufthansa, Swiss International Air Lines, Air Berlin, Condor and Deutsche Bahn, we have access to an **international network** in the air, on the tracks and on the road. The difference to other CEP service providers is that we do not operate any standardized transport systems. Therefore, in addition to **speed** and **coverage** we offer a significantly higher degree of **flexibility**, in order to respond to the specific requirements of the customer. Therefore, each transport solution is planned, personally supported and implemented for each individual customer.

What is time:matters’ service commitment and service portfolio?

As the expert for **courier, sameday and emergency logistics as well as time-critical international spare parts logistics**, time:matters provides **highly flexible customized** tailor-made logistics solutions for particularly **urgent or complex** (“impossible”) logistics challenges. The **Special Speed Solutions** provided by time:matters both throughout Germany and worldwide, which did not exist in this form on the logistics market until introduced by the company, are based on high-speed and reliable transports. Multimodal use of different means of transport may be combined, depending on the requirements. time:matters is not a “system provider”, but rather develops and implements the best solution for each transport order. The array of services ranges from “normal” courier transports from **airport-to-airport**, to **door-to-door** deliveries and to the use of charter planes or On-Board-Couriers, who personally accompany particularly important or valuable shipments to their destination.

The customer describes a problem; time:matters combines all of the service elements required for the solution and ensures that the procedure is carried out smoothly. The focus thereby is constantly on speed and the customer’s individual needs. During a conversation with the customer time:matters establishes the precise needs, recommends the optimal solution, works it out and implements it as quickly as possible. Throughout the process the shipment is **seamlessly and personally monitored**

– from the starting point, to when it reaches the destination and upon request, the customer is constantly proactively informed about the status thereof. Throughout it all, it does not matter if the client is another logistics service provider, a corporate customer or an end customer.

Which sectors and industries do your customers come from?

Our range of services includes **ad-hoc** as well as **contract business** – for both the collaboration with other logistics service providers and on behalf of corporate customers, which are from a wide range of industries. Logistics companies can complement their own service portfolio as needed with our services: from usage on a case-by-case basis to the complete outsourcing of **emergency, special and/or spare parts logistics** to time:matters.

Aside from the above-mentioned other logistics service providers, our corporate customers stem from a wide variety of industries. Just to name three examples: in the IT segment **Fujitsu Technology Solutions** belongs to our customers, in the medical technology sector **Siemens Healthcare** is among our clientele and from the agriculture and forestry industry **John Deere** utilizes our services.

What exactly does the term “after-sales logistics” mean?

We use the term “**time-critical spare parts logistics**” instead of the phrase “after-sales logistics”. Time-critical spare parts logistics means, among other things, the **fastest possible delivery** of urgently needed spare parts and production parts to the customers of time:matters clients or to the client’s on-site service technicians. This service is based on logistics processes developed exclusively for this customer and is – beyond the ad-hoc business – geared toward a routine and long-term collaboration with the customer.

The after-sales area is only one component, which can be served through the use of this service (see also “competitive advantages”). There are many other conceivable situations in which the service can provide the customer with added value. Basically any customer, who has to send urgent shipments on a regular basis, can use our service for time-critical spare parts logistics, in addition to the rest of our service portfolio.

Which market segment will achieve the greatest growth in the future?

We expect that the market segment **time-critical spare parts logistics** will achieve the highest growth rates, as most companies want to increase customer loyalty and competitive advantages through **after-sales service** and the corresponding service structures. Since a decentralized storage structure is in many cases no longer feasible due to capital investment costs, there is now a tendency to reduce the number of warehouse locations to just a few central ones and to thereby maintain or even improve the after-sales service with established service levels. The challenge, which many companies see themselves confronted with is therefore: decreasing storage while at the same time maintaining a spare parts supply that is both reliable and available on short notice. Only through the use of “**high-speed logistics solutions**” they are in a position to master this challenge.

Which developments on the logistics market does time:matters expect in the future?

We intend to establish our own locations in the most important economic and logistics centers **world-wide**. In the future we will focus especially on Asia where there is – similar to Eastern Europe – a market with a great need for extremely **fast and at the same time highly reliable logistics solutions**. Looking at Europe, East Central Europe and the eastern part of the continent will certainly be the most dynamic emerging markets in the coming years.

It is our goal to relentlessly focus on positioning ourselves as an independent niche provider throughout Europe and the world. A vital component of this is the ongoing **internationalization**, which we will ambitiously continue to pursue.

Acquisitions are conceivable within the scope of our targeted organic growth, if they match our corporate strategy. For the coming years, we have set our sights on increasing our yearly revenues to 100 million Euro.