

Logistics expert time:matters receives Achieving Excellence Award from John Deere for a third time

- Top-level service, excellent communication and proactivity are the key to long-standing partnership and recognition as partner
- time:matters wins its third Achieving Excellence Award in a row, following on from its success in 2014 and 2015
- time:matters is the industry benchmark in this market, with a performance of 99.5%

Neu-Isenburg, 27 June 2017: time:matters, the expert in time-critical international spare parts logistics, has now received its third Achieving Excellence Award in the area of spare parts logistics from John Deere, the world's leading manufacturer of agricultural machinery. In a cooperation lasting ten years already, John Deere first classified time:matters as a partner three years ago, with the logistics expert having exceeded previous performance standards and continuously increased customer satisfaction.

time:matters developed a supply chain strategy with a dedicated flight network for John Deere's aftersales service. Permanently chartered aircraft bring necessary spare parts from the European Parts Distribution Center in Bruchsal to Denmark, Sweden, Norway and Finland. Thanks to a reliable in-night service, end customers who order parts before seven in the evening can expect to receive them by eight the following morning in most regions. John Deere's top priority during the harvest season in particular is to ensure that end customers can rely on the availability of their farm machinery. The current performance figure of 99.5% is all the more impressive given the extra challenges posed by remote locations in this market in particular and underlines the reliability provided by time:matters to its long-standing partner John Deere.

The routes have been extended since the cooperation began, with spare parts from John Deere's production facility in Zweibrücken and production logistics site in Hockenheim now also included in the virtual distribution center. Local retailers order their spare parts directly online and, with delivery this quick, never even realize the extent of the distance. As another digital solution, time:matters also supplies shipment data directly to John Deere's "JD-Point" customer order and tracking system. Customer orders can be tracked at all times using system interfaces. This means John Deere can offer retailers a central system with availability and shipment progress information. As a result, retailers no longer have to use the various tracking systems of the individual logistics partners, but can get all relevant information directly from John Deere. "The partnership with time:matters is characterized by a very high level of service continuity as well as proactive communication and a strong customer focus," said Fritz Rheindorf, Director Parts Operations EAME at the John Deere GmbH & Co. KG European Parts Distribution Center, praising the cooperation with time:matters. The cooperation was already extended to the Baltic states in April.

"We are delighted to have again received the Achieving Excellence Award from our long-standing customer John Deere," said Franz-Joseph Miller, CEO of time:matters GmbH. "With our focus on service excellence and intelligent route optimization, we constantly strive to make even remote areas accessible to our customers, so that no end customer need lose out on excellent customer service."



Franz-Joseph Miller, CEO of time:matters GmbH, and Fritz Rheindorf, Director Parts Operations EAME, at the John Deere GmbH & Co. KG European Distribution Center



Photo: time:matters

time:matters GmbH:

The expert for Special Speed Logistics offers each of its clients customized logistics solutions for particularly urgent or complex special logistics assignments, enabling worldwide delivery within just a few hours. The Special Speed Solutions provided by time:matters worldwide are based on high-speed and reliable transport by air, rail and road, as well as a tight international network consisting of more than 500 exclusive transportation partners. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes: over 3,000 flights per day, to some 500 destinations in around 100 countries. time:matters operates its own courier terminal for express and courier shipments at Frankfurt Airport.

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