

SUCCESS STORY

MedTech fit for the future

Achieving growth potential

CUSTOMER BENEFITS



+35%

Revenue growth

forecasted within the next 10 years



+15%

Overall process efficiency



-30%

Shorter cycles times
for customers

CHALLENGES



Our client, a **leading company in the MedTech** industry, forecasted a **growth potential in Service for the European market of 35% in 10 years**.

At the same time, the company's Service network was **operating at maximum capacity**. With an opportunistically grown structure and processes, they were challenged by the **increased customer demands in lead time and cost**.

SOLUTIONS



We supported our client in **developing a strategy enabling to grow the business by +35%** and to increase **operational excellence**.

Together, we analyzed the growth potential per country, technology, and service.

We **defined the future service network** represented by a reduced number of Service hubs and a new allocation plan. For the Service hubs, we determined capabilities and sized teams, equipment, and space to cover the yearly increasing customer orders.

We **re-defined the supply chain and processes** to improve the customer experience and increase the overall efficiency.

KEY DELIVERABLES



Service footprint optimized

with re-defined Service hubs



Defined Service hubs

i.e. defined capabilities and operational capacity



Roadmap to execute,

e.g. re-shaped footprint, structure and ramp-up capacity to grow

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