

ServiceAxis: Your Service Logistics Solution

Your SLAs Met. Period.

Parts break and need to be replaced – it's part of the lifecycle of your high-tech component. However, getting new parts to your customers quickly and efficiently to achieve service level agreements is often not executed as effectively as it could be. This not only tarnishes your brand reputation, but more importantly causes extended downtime and lost revenues for your customers.

Transportation & Warehousing Optionality



Experience predictable service supply chain operations, built from consistency and reliability. With millions of square feet of warehouse space across the world, we provide assurance your parts are located close to your install bases and are ready for distribution to fulfill your service contracts.

Same Day Deliveries

- 2HR
- 4HR
- Scheduled
- 2HR Ultra
- 4HR Ultra
- Scheduled Ultra

Additional Delivery Options

- Next Business Day
- Will Call
- Next Flight Out

Real-Time Data & Execution

Elevate your service supply chain operations with 360-degree visibility into part location and order status and gain access to real-time execution for order placement.

Our tech-enabled approach to post-sales support gives you complete control with in-the-moment analytics and insights, allowing you to make data-informed decisions to proactively manage your service logistics operations.



99.999% Inventory Accuracy

Our technology, paired with rigorous processes has allowed us to achieve an unprecedented 99.999% inventory accuracy.

Managed Services

Managing service parts logistics can be complex, but with our managed services, you can streamline your operations allowing you to focus on what matters most—delivering exceptional service.

Some of the Services We Offer Include:



Order Entry & Order Change Management



Proof of Delivery Tracking



Order Coordination with Site



Address Validation



Transportation Optimization Assessment



Specialized Site Preparation

Expected Outcomes

Delivering dependable post-sales support enables your brand to become more than just a trusted partner. You achieve a relationship-based model with each of your customers, based on delivering outcomes instead of a simple transaction.

This launches the domino effect of increased customer satisfaction by providing a service capability that helps your customers grow, which develops recurring, profitable revenue streams, closer customer relationships, and increased long-term value.

98%

ON-TIME
PERFORMANCE

99.999%

INVENTORY
ACCURACY

99%

DOCK-TO-
STOCK

99.9%

SYSTEM
UPTIME