

# Service Logistics Innovation Focus Day



**October 12, 2017**  
**Siemens Training**  
**Center, 9:00 – 16:30**  
**Erlangen, Germany**

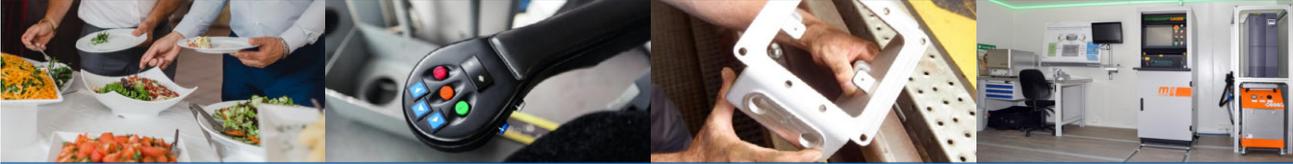
In cooperation with

**SIEMENS**  
**Healthineers** 

It was in 2000, when Carly Fiorina, CEO of Hewlett Packard, said: “If it can be digitized, it will be.” From a 2017 perspective, there is little doubt that she was right. Digitalization is a true game changer for all aftersales processes, broadening the focus of service logistics beyond inventory and transportation management. Today, Service Logistics means much more than delivering the right part to the right place at the right time. Service Logistics is ensuring maximum uptime, productivity and performance of equipment in both B2B and B2C environments. Excellent service is based on the management and movement of material, data, and people — to build a fully integrated service supply chain that provides real-time end-to-end visibility for all involved. Most manufacturers of industrial and consumer goods are well aware of the huge opportunities that digitalization offers, as are

their customers. Thus, customers have higher expectations and are going to want more: More speed, more flexibility, more customization, more accuracy ... you name it. This Focus Day will provide a forum to discuss the impact of Big Data, the Internet of Things, Augmented Reality, advanced automation, autonomous systems, 3D printing and other (potentially disruptive) technologies on Service Supply Chains. What innovations can we expect over the next five to ten years? And how can we exploit their full potential for optimized logistics processes, efficiency improvements, and new service offerings? The platform for an open exchange of ideas and discussions will be facilitated by a stream of presentations from Siemens and others, including Siemens Healthineers, who will host the Service Logistics Innovation Focus Day at the company’s training center in Erlangen.

## Agenda

8:30 – 9:00	Registration and morning coffee		
9:00 – 9:15	Welcome Address Opening remarks and introduction of participants	Oliver Bendig Executive Board Member of ISLA Dr. Frank Debus, Vice President Customer Services Managed Logistics Siemens Healthineers	 
9:15 – 10:00	Presentation and subsequent discussion Digital transformation as the key driver of future service logistics excellence	Dr. Andreas Baader Managing Partner Barkawi Management Consultants	
10:00 – 10:45	Presentation and subsequent discussion Digitalization as opportunity for Service Logistics Innovation	Dr. Frank Debus, Vice President Customer Service Managed Logistics Siemens Healthineers	
10:45 – 11:00	Coffee/Tea Break		
11:00 – 11:45	Presentation and subsequent discussion Spare Parts Inventory optimization for high performance multi echelon networks	Tim Garfield, Vice President Logistics Services & Former CIO Neovia Logistics	
11:45 – 12:30	Presentation and subsequent discussion Make it easy — Automatic spare parts identification via mobile phone app, and improved replacements through additive manufacturing	Kai-Uwe Mietzner, Head of Business Innovations, Spare Parts Services Siemens Mobility	
12:30 – 13:00	Presentation If nothings else matters but availability — A mobile solution for decentralized 3D printing of spare parts at remote locations	Michael Grytz Head of New Services HENSOLDT	
13:00 – 13:45	Lunch		
			
13:45 – 14:30	After lunch program 1) Presentation of selected 3D printed train parts highlighting the technology's potential to make the replacement an improvement over the original, and 2) Live demonstration of a mobile container fully equipped with an Additive Manufacturing workshop		
14:30 – 16:15	Afternoon session (with refreshment break in between) 1) The Researcher's Point of View: Presentation by Prof. Dr. Martin Matzner, Chair of Digital Industrial Service Systems at Friedrich-August-Universität Erlangen-Nürnberg (FAU) 2) Moderated discussion involving all participants: How to quickly implement new technologies in your service supply chain and adapt aftermarket business models to fully capitalize on innovation?		
16:15 – 16:30	Final Remarks Wrap-up and Farewell Message	Oliver Bendig Executive Board Member of ISLA	

## Venue

The Service Logistics Innovation Focus Day is organized in cooperation with ISLA's member Siemens Healthineers. It will take place at the Siemens Training Center in Erlangen (Allee am Röthelheimpark 3, 91052 Erlangen, Germany). Siemens Healthineers is the separately managed healthcare business of Siemens AG. A leader in medical technology, Siemens Healthineers is constantly innovating its portfolio of products and services in its core areas of diagnostic and therapeutic imaging and in laboratory diagnostics and molecular medicine. Siemens Healthineers is also actively developing its digital health services and enterprise services. The company generated revenue of €13,5 bn in fiscal 2016 and has about 46,000 employees worldwide. Erlangen north of Nuremberg is well connected to the motorway network and high-speed rail system. Travelling by car from Munich airport (MUC) takes about two hours (180 km), but the nearby airport in Nuremberg (NUE) is an option for several domestic and European destinations, too.



## Organizer

The Service Logistics Innovation Focus Day is organized by the International Service Logistics Association. ISLA is a network of professionals dedicated to Customer Service and Spare Parts Logistics. It was founded in Munich in 2003. As the association is not commercially driven, ISLA depends on the support of its members for the work it does. More than 50 companies from Europe, Israel, and the USA have now joined ISLA (see a few of them listed below).

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are always welcome. For more information, please visit [www.servicelogistics.info](http://www.servicelogistics.info) or contact us:

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Executive Board: Stephan März (Chairman), Oliver Bendig, Joe DiPietro, Henry van der Schoot, and Magne Svendsen

### Selection of ISLA members



HAVER & BOECKER

