



# Jungheinrich Case Study

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## Jungheinrich Case Study

Jungheinrich implemented ClearOps to optimize its aftersales and spare parts operations. By connecting headquarters with international sales units, ClearOps enabled seamless end-to-end integration of parts ordering, master data management, and replenishment planning.

The solution allows Jungheinrich to forecast demand, improve parts availability, and reduce manual effort and system breaks, resulting in faster service, minimized downtime, and more reliable operations across global markets.

### **Challenges – Fragmented Aftersales IT and Order Processes**

Jungheinrich faced significant challenges in its aftersales operations due to fragmented IT systems and disconnected order management between its European headquarters and international sales units. This situation made it difficult to manage master data efficiently, complicated parts ordering processes, and increased lead times, often requiring costly emergency shipments. At the same time, multiple delivery streams added complexity and inefficiency to everyday operations.

#### **Challenges:**

- Fragmented IT infrastructure between headquarters and international sales units
- Manual master data management in sales units
- Manual parts ordering with separate handling for concurrent delivery streams
- High lead times and emergency shipments

### **Solution - Streamlining Aftersales and Parts Management with ClearOps**

Jungheinrich transformed its fragmented aftersales operations into a fully integrated and transparent process. The platform connects headquarters with international sales units, automating master data management and standardizing parts ordering across markets. Recommended Stocking Lists and replenishment planning ensure optimal inventory levels and reduce the need for emergency shipments. Sales units now receive clear, actionable order recommendations, while planners have instant visibility into inventory, orders, and delivery streams.



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### Conclusion

Jungheinrich has successfully transformed its aftersales and parts management by replacing fragmented, manual processes with a fully integrated and automated system. By connecting headquarters with international sales units, automating master data management, and standardizing parts ordering, the company now benefits from reduced lead times, improved parts availability, and overall increased efficiency.

### Results

- Improved efficiency and reliability across aftersales operations
- Automated and accurate master data management
- Optimized inventory levels with reduced emergency shipments
- Clear, actionable order recommendations for sales units
- Seamless end-to-end integration of the entire order process



*We use the Supply Chain Cockpit to support our Sales Units, which hold larger assortments in local spare parts warehouses, in their inventory management. In addition to the wide range of possibilities the tool offers us, the great commitment, as well as the high level of flexibility and reliability shown by the ClearOps team throughout the entire course of the project is quite outstanding.*

**Stefan Hillienhoff**

**Procurator @ Jungheinrich Service & Parts AG & Co. KG**



## About ClearOps

ClearOps is the leading AI-powered aftersales platform for the mobile machinery industries, enabling OEMs and dealers to maximize machine uptime for their end customers and unlock their full aftersales potential.

By connecting OEMs, dealers, and machines on a single cloud platform, ClearOps transforms the service supply chain into a predictive and proactive ecosystem. It forecasts parts demand, coordinates technician and parts deployment, and captures critical lifecycle data worldwide, delivering higher fill rates, stronger dealer and service partner performance, increased part sales, and a systematic boost in both machine uptime and customer lifetime value.

## Secure Your Benefits

**-9%**

**Non-moving inventory**

**+20%**

**Fill Rate**

**+15%**

**Parts Sales**

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