



# SmartServe

by Unipart Rail

A smarter way of delivering materials to the point of use



Improved operational efficiencies with reduced costs

Materials delivered to the point of use

Consignment stock - all material paid for after consumption

Suite of SLAs aligned to the customer's requirements

Web based reporting with real-time dashboards

One supplier to manage, one delivery each day, one invoice per month

Robust capable, reliable and sustainable processes



**SERVING THE WORLD'S RAILWAYS**

The SmartServe proposition developed by Unipart Rail is a smarter way of providing all of a company's material requirements to the 'point of use'. SmartServe enables the customer to focus on their core activity of their maintenance and operation of the rolling stock and infrastructure. The unique suite of services provide the resources to plan, supply and manage the materials and tooling requirements including their delivery to the point of use.

**Unipart Rail are able to fully manage the customer's supply chain to deliver cost efficiencies by using the wealth of experience that has been gained in the rail industry to forecast, plan and manage material.**

**This experience is underpinned by a continuous improvement culture and working in close collaboration with the customer to provide improved levels of material availability, greater effectiveness of the maintenance teams and reduced operational costs.**



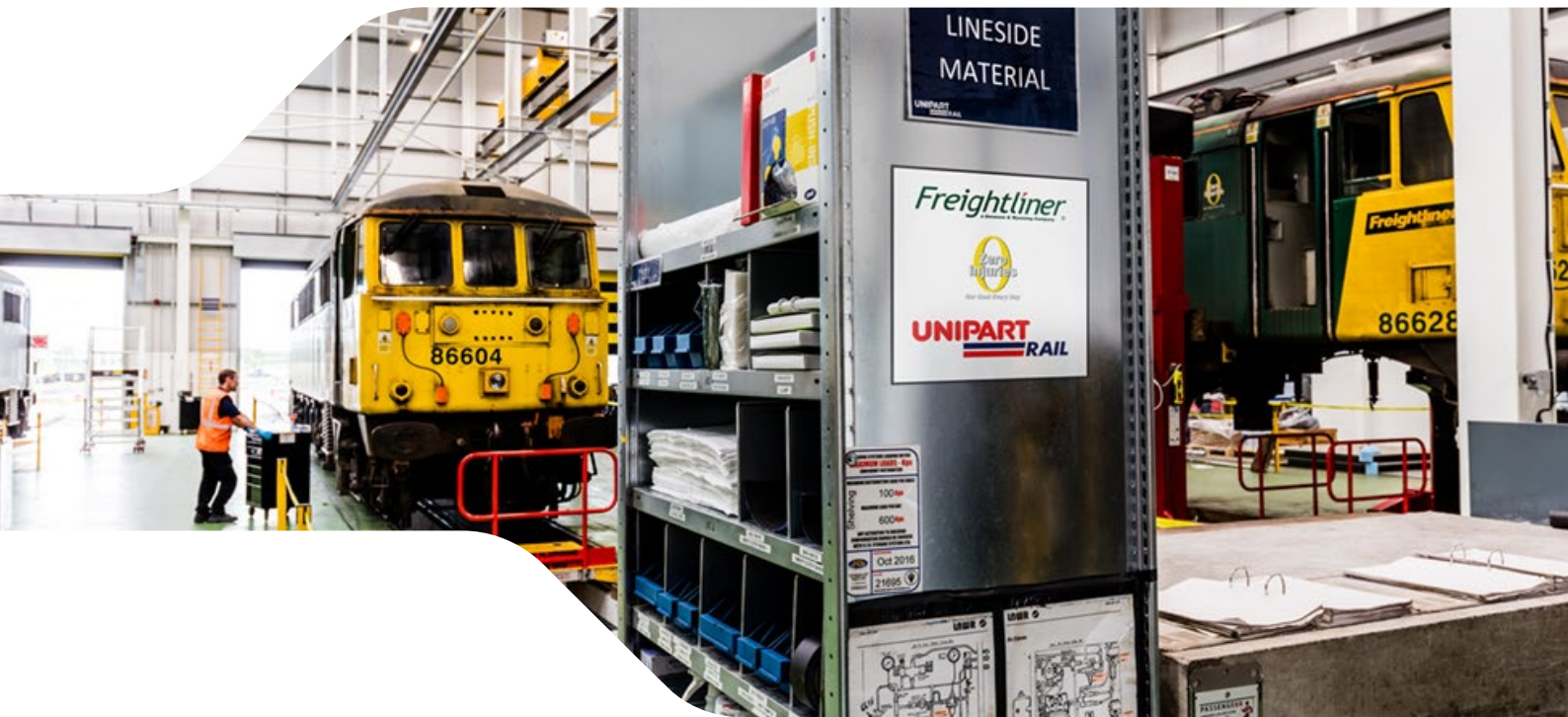
### **The key features of SmartServe include:**

- Material supplied to point-of-use including workshop vending machines, kits of parts and line-side stocks used to increase the productivity of the maintenance teams
- Consignment stock - all material paid for after consumption
- Supported by Unipart Rail's forecasting, inventory and warehouse management systems
- Web based reporting with real-time dashboards and visual management tools
- Reduced depot stores footprint supported by daily deliveries from Unipart Rail's National Distribution Centre
- Allows customer to focus on their core activity of the maintenance of trains
- Engineering issues managed proactively to anticipate and resolve issues e.g. reliability, obsolescence
- Highly skilled and professional Unipart Rail team support

# Increased productivity with lineside stocks

The development and implementation of a lineside material supply solution is designed to keep the most expensive resource in the depot, the fitters, served with tools and parts to undertake their roles as productively as possible. This approach has been used successfully in many train maintenance depots using kits of parts that are pre-prepared to have everything that is needed to complete an examination including consumables such as the correct PPE to be used for the specific job.

To identify the parts that are needed for the schedule of workshop tasks Unipart Rail can use digital robots to interrogate databases and records to search for the part numbers that are required to fit like-for-like replacements. Where records are not available in digital format, optical scanning techniques can be used to convert documents so that the relevant data can be extracted to create Bill of Materials (BOMs) for each process that can be delivered to a locations in the depot close to where the work is to take place.



## Successful implementation of SmartServe

Unipart Rail have implemented the SmartServe *premier* proposition in a maintenance depot for Freightliner. Unipart Rail was involved in the design and build of the stores area and supported the identification, inventory profiling and sourcing of the parts to ensure all materials would be available at the depot, when required. All of the operational processes developed were based on Lean principles that dovetail with Unipart Rail supply chain management systems.

Davie Curtis, Engineering Production Director of Freightliner Maintenance Ltd commented "In my experience this is very unique. With Unipart Rail having many suppliers and very good supply management skills, these will combine to give us the benefits of having increased vehicles back in traffic and reduced operational costs."

See the SmartServe Case Study for full details of the project.





**SmartServe is a suite of services that can be tailored to the requirements of the customer. The ultimate combination of services is called SmartServe premier and includes full time, on-site Unipart Rail staff to manage and run the operation of the depot store on behalf of the customer. The three levels of the SmartServe proposition offer immediate and tangible operational benefits that are sustainable in the long term.**

Feature	SmartServe	SmartServe Plus	SmartServe Premier
Resource to manage depot store operations	●	●	●
Resource to manage planning activity	●	●	●
POU material supply	●	●	●
Streamlined, Lean layout and processes	●	●	●
Customer systems at the depot	●	●	
UR systems at the depot		●	●
UR Forecasting/Inventory management systems/resource		●	●
Supply all rolling stock spares	●	●	●
Supply all consumables and fasteners	●	●	●
Supply all calibrated tooling	●	●	●
On line parts database	●	●	●
Communication Centre at depot implemented and resource trained to use	●	●	●
Inventory owned by UR			●
UR view implemented with full suite of KPIs			●

● Included ● Optional

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