



**Customer name:**  
Gunnebo AB (Gothenburg, Sweden)

**Business:**  
Provider of security equipment  
and systems

**Gunnebo contact:**  
Göran Gustafson  
(Director of Global Procurement  
and Logistics)

## New logistics partner marks a fresh start for Gunnebo

Gunnebo delivers and installs its security equipment and systems all over the world. The Gunnebo Group has a portfolio of strong brands, several of which have a history stretching back hundreds of years. Renowned brands include Gunnebo, founded in 1764, Chubb safes founded in 1818 and Lips, founded in 1871. Base Logistics handles all European logistics activities for Gunnebo from its Distribution Centre in Moerdijk, including Transport Management, Warehouse Management and Service Parts Logistics.

Gunnebo is currently in the middle of a transition process and Base Logistics acts as a strategic partner for the logistics side of the process. In the course of 2017, Gunnebo moved a substantial part of its European logistics activities to Base Logistics. The first phase of the implementation involved moving all stock from their location in Diemen to Base Logistics' DC in Moerdijk, the Netherlands. This move made it possible to offer in-boot services from the Moerdijk

DC, supplying spare parts directly to field service engineers overnight. The second phase involved moving approximately 2,500 pallets from Hildesheim, Germany, to the Moerdijk DC.

Göran Gustafson, Director of Global Procurement and Logistics says: "Before we started the move, we already realized there would be some serious nuts to crack concerning our existing processes. We knew

we would have to simplify many of them and revise some structures as well." While preparing for the move, Gunnebo concluded that there were many exceptions to standard operating procedures. Base Logistics assisted in streamlining Gunnebo's operation to ensure a smooth transition. "The team of logistics specialists guided us towards the move with professional advice throughout the process. Since the physical move, we have been working together with Base Logistics to monitor and adjust processes where needed. Base Logistics has proven to be a professional partner with highly skilled personnel that proactively assists us."

*"A professional partner with highly skilled personnel."*

CASE STUDY



Gustafson believes that a large part of the success in the partnership is the logistics application Klairy. "It offers everything we need to manage logistics, in one system. Klairy gives us insight into stocks and goods flows, including Key Performance Indicators and strategic stock levels." He continues: "It also makes our processes transparent and monitors agreements. For us it is also important that each user receives exactly the information important to them. Klairy does just that."





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The partnership started in the summer of 2012. Gunnebo was looking for a 3PL company to centralise their Service Parts Logistics. At the time, they had several warehouses throughout Europe for their products in the field of Safes and Vaults, Entrance Control, Electronic Security and Cash Management. The tender included storage of service parts and Value Added Services such as repairs and kitting.

Gustafson says: “We needed a logistics service provider that could actually be a partner for us. We also wanted a supplier with experience in spare parts handling, to upgrade the service level we could offer to our clients.”

Base Logistics was selected as the new 3PL partner for Gunnebo in November 2012. Not surprisingly, according to Gustafson: “During the tender process we were given the right support and response so we were confident that we could have a successful partnership with Base Logistics.”

*“Base Logistics is big enough to fulfil our needs, but small enough to be personal.”*

In the following years a process was started to lower operational costs and make the company more agile. As a part of this process, Gunnebo decided to centralise their complete logistics into one logistics organisation for Europe. Gustafson explains: “Due to the large variety of companies and brands we also had a significant amount of logistics systems and processes. Our companies had warehouses in virtually every European country.” The new logistics organisation was to act as a safe and spare parts hub. Offering excellent connectivity to Europe and a world class fiscal and business environment, the Netherlands was chosen as the central location for Gunnebo’s logistics activities.

CASE STUDY



*“The Netherlands offers excellent connectivity to Europe and a world class fiscal and business environment.”*

While the first tender involved only spare parts, this time finished goods and all Value Added Logistics were included in the project. “Our products are produced in Indonesia, China, Turkey and South Korea. As part of the new operation we were looking for a partner that could manage all transport to our sales offices in Europe and a central location in The Netherlands.”





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One of the major issues for Gunnebo was the lack of a Warehouse Management System. "Without a good system, we had no insight in our KPIs, making it hard for us to manage our logistics. The new logistics service supplier needed to have an excellent system that could make our work much easier. When we saw Base Logistics' application Klairy we immediately knew it was the right fit."

*"We immediately knew it was the right fit."*

Gunnebo was looking for a partner to fit their company size. "We definitely did not want to be one of many clients at our new vendor," Göran Gustafson explains.

"One of the reasons was that our processes included many exceptions. Already during the selection process we experienced that Base Logistics was big enough to fulfil our needs, but small enough to be personal. Naturally, we had also seen that while working with Base Logistics for our spare parts."

Gustafson expects the total logistics transition to take approximately two years. "The first move of our stock accounts for 70% of our business in Europe. So we still have some work to do, which we will be preparing for studiously."

One of the upcoming events is the move of all our logistics activities and stock from the UK to Moerdijk. We are planning on implementing that move in 2018. After our positive experience with the professional help from Base Logistics we are confident that this will turn out to be another successful project."

CASE STUDY



*Base Logistics is a logistics service provider, with the focus on Transport Management, Warehouse Management and Data Management. We offer an international network of transport and warehousing partners, combined with a team of logistics specialists and a unique logistics application.*



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