



Improving efficiencies without compromising service for Intuitive Surgical

Intuitive Surgical is a leader in the development and commercialization of robotic technology designed to extend the benefits of minimally invasive surgery to the broadest possible base of patients. The company's products provide surgeons with the clinical and technical capabilities of traditional open surgery while enabling them to operate through tiny incisions.



Supporting business growth

With a rapidly expanding customer base and increasing pressures to deliver on narrowing service windows, Intuitive Surgical looked for additional ways to support its growing installed base of customers. Key deliverables for the future state of its supply chain required tight control of assets, greater visibility throughout the supply chain and unwavering reliability. The goal was to deliver products where and when they were needed in order to keep mission-critical surgical equipment up and running around the clock.

Adopting a multi-step strategy

Ultimately, Intuitive Surgical determined that the best solution was FedEx Critical Inventory Logistics®, which enables customers to greatly improve parts support and achieve enhanced demand satisfaction via stocking facilities that deliver parts where they are needed, when they are needed.

FedEx worked with Intuitive Surgical to develop a multi-tiered support strategy that would meet the customer's unique needs. These strategies included:

- Integrating into the company's existing IT systems.
- Adding three strategically located forward stocking locations (FSLs) to position the parts closer to where they are needed.
- Utilizing the FedEx central stocking location (CSL) in Memphis, Tennessee, to enable Intuitive Surgical to extend its service day and increase the speed of delivery.

Additionally, the solution provides the customer with comprehensive visibility to optimize and monitor all orders via the FedEx® Global Supply Chain Manager web portal.

Mission-critical delivery

Because FedEx has provided Intuitive Surgical with better control over its assets, the customer has been able to reduce operating expenses — without compromising service. In fact, Intuitive Surgical has maintained its high standards of customer service during double-digit growth by positioning inventory at FSLs, which enables products to be closer to the client base and shortens service turnaround times.

Since Intuitive Surgical has centralized inventory at the FedEx CSL in Memphis, the company has closer access to the FedEx Express hub. Now, service technicians can place orders late into the night and have parts delivered early the next morning at the point of use or they can have packages held for pickup as early as 7 a.m. at a FedEx Office location.

As supply chain demands shift in the future, FedEx will be ready to quickly and effectively react by modifying the FSL network to meet the customer's business needs.



Optimizing your fast-growing field service supply chain

If you need to gain more visibility, speed, control and support for your time-sensitive, high-value repair parts and finished products around the globe, you can count on FedEx Critical Inventory Logistics to help you deliver on aggressive service level commitments. For more information, go to fedex.com/critical-inventory-logistics.

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