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Accuray, DHL to support delivery of advanced cancer treatment technology

19 November 2020 | News

DHL Supply Chain will establish a dedicated global service logistics network that will span 34 warehousing sites in 16 countries to support Accuray service technicians with increased reliability and enhanced visibility on parts for its advanced radiotherapy systems



Accuray Incorporated and DHL Supply Chain have entered into a global service parts logistics partnership that will further strengthen the Accuray aftermarket supply chain and expand the company's high quality customer service globally. The goal of the agreement is to provide medical care teams with continual access to the radiotherapy technologies they need to deliver shorter, personalised and effective treatments to patients with cancerous or benign tumours, or neurologic disorders.

Mike Hoge, SVP, Global Operations, Accuray said, "We are excited to partner with DHL. The Accuray supply chain and service teams are focused on ensuring our customers have seamless access to our lifesaving equipment."

DHL Supply Chain will establish a dedicated global service logistics network that will span 34 warehousing sites in 16 countries to support Accuray service technicians with increased reliability and enhanced visibility on parts for its advanced radiotherapy systems. Three regional Control Centres in Columbus, Ohio, USA, Budapest, Hungary and Singapore will provide 24/7 support to the network, supervising the global operations and tracking vendor performance. DHL's proprietary software tools, including mySupplyChain will provide live, real-time visibility on inventory in transit for technicians in the field and provide the Accuray supply chain teams with enhanced reporting on performance.

Alongside the inventory management and end-to-end visibility that DHL will provide for the replenishment of forward stocking locations and deliveries to service technicians, it will also manage the reverse logistics of all parts to the Accuray central distribution centre in Columbus, Ohio, USA. DHL's sister divisions, DHL Express and DHL Global Forwarding, will provide support with air freight, ocean freight and time definite international shipping and customs clearance for Accuray outbound and inbound transportation.

Jaime Hooker, VP, Service Logistics, DHL Supply Chain Americas said, "Our new partnership represents the perfect opportunity to demonstrate our Service Logistics team's global capabilities and our commitment to keep our service promises anywhere, anytime in support of a truly vital business."

The new partnership will be effective beginning February 2021.