Interview:

**“As a full-service provider, we ensure high trailer uptime.”**

**Britta Sprey talks about spare parts logistics, the service partner network and digital solutions at Schmitz Cargobull**

**Ms Sprey, Schmitz Cargobull relies on a comprehensive network of over 1,400 service partners in Europe. What makes this network so special?**

Our service partners are not just workshops – they are real problem solvers for our customers. They know the vehicles, the components and often the people behind them. Their experience and expertise enable them to minimise trailer downtime and extend the service life of the trailers. This is a real added value for fleet operators.

**How do you manage to make spare parts supply so quick and reliable – even across national borders?**

Our spare parts are available locally through a Europe-wide network of qualified service partners. This ensures proximity to the customer, quick availability and high-quality advice directly on site. Thanks to our 29 distribution centres throughout Europe and our central warehouse in Altenberge, we can usually deliver to service partners and customer-owned workshops within 24 hours.

**What role does the EPOS database play in this process?**

EPOS, the Electronic Parts Documentation and Ordering System, is our online database, which now contains over 1.4 million documented Schmitz Cargobull trailers. By entering the VIN (vehicle identification number), the required spare part can be easily and specifically identified and ordered via our web shop. This saves time, reduces errors and can be done at any time, regardless of opening hours or call centre availability. The web shop contains around 80,000 spare part items from both Schmitz Cargobull and other brand manufacturers.

**Over 80,000 items – including for other manufacturers. Why is this important?**

Many of our customers operate mixed fleets. That's why it goes without question that we also offer spare parts for other manufacturers. Our goal is to create a genuine one-stop shopping experience – regardless of the brand.

**You also offer ‘value parts’ for repairs at fair market value. What is the idea behind this?**

With our value parts, we offer an economical solution for repairing older vehicles at fair market value. This is our response to the trend of trailers remaining in operation for significantly longer these days – and our customers expecting suitable, cost-effective repair options.

Both original parts and tested, fair-value Value Parts can be easily identified and ordered via our web shop. This enables workshops to reliably repair older vehicles while keeping repair costs within reasonable limits. This offer has been very well received by our customers – especially in a challenging market environment.

**How do you ensure that the quality of your service partners remains consistently high?**

Our service managers are in close contact with the workshops, selecting new partners and developing existing ones. In addition, we are setting up a field service team to support our partners and strengthen the connection to end customers. One highlight is our annual ‘Service Partner of the Year’ award, which recognises service partners in every European country for their outstanding commitment.

**What is your vision for the future of the aftermarket business at Schmitz Cargobull?**

We want to continue offering our customers a comprehensive, worry-free package – with quick solutions, high quality and personalised support. As a full-service provider in the workshop and service sector, we are ideally positioned to do so.

Ein Bild, das Menschliches Gesicht, Person, Lächeln, Kleidung enthält.

KI-generierte Inhalte können fehlerhaft sein.

About the person:

Britta Sprey has been Managing Director of Cargobull Parts & Services since July 2020. She has held various positions at Schmitz Cargobull since February 2007.