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cargo-partner offers efficient spare parts logistics for Komptech at the iLogistics Center Graz

To deliver faster and more reliable service to international customers, Komptech has optimized its spare parts logistics with the support of cargo-partner. The iLogistics Center in Werndorf near Graz, Austria, allows the global recycling technology specialist to provide spare parts promptly and expedite delivery times.

Based in Frohnleiten, Austria, Komptech is a leading partner in mechanical and biological waste recycling and the processing of woody biomass. To further optimize logistics processes and streamline spare parts supply for its customers, Komptech has been working with the experienced logistics service provider cargo-partner, a company of NIPPON EXPRESS HOLDINGS, INC., since October 2024. This partnership helps Komptech elevate its already high service quality in spare parts logistics in Austria and improve availability for customers in Europe and worldwide.

New location: iLogistics Center Graz

To provide even faster and more efficient spare parts supply to customers worldwide, Komptech has moved its spare parts logistics to the cargo-partner iLogistics Center Graz at the Graz container terminal. From this central location, Komptech will now deliver spare parts reliably and promptly across the globe. The new site allows for later pick-up times and extended order deadlines. Just ten minutes from the airport, the new warehouse is strategically located with direct access to the highway and a rail connection for FCL and LCL shipments. The development of the Koralm railway, part of the southern route, will further strengthen the Baltic-Adriatic corridor in Europe. The time savings will enable Komptech to offer enhanced service quality to its customers.

Individual storage concepts for different product groups

Komptech's diverse product range comes with varying storage requirements – from small parts like screws to rollers weighing several tons. To accommodate these needs, cargo-partner has designed specialized storage areas equipped with the appropriate systems for each product group. This includes heavy-duty and long goods racks as well as racking systems with integrated scales that automatically detect which and how many parts have been removed. If stock levels drop below a predefined weight, the system automatically triggers a reorder.

Martin Schenzel, Managing Director of cargo-partner in Austria, explains: "With our customized storage systems, we have significantly increased processing speed, taking efficiency to a new level. As of 2025, we've also implemented a permanent inventory, eliminating interruptions and further enhancing supply security for Komptech."

Manfred Harb, Director of Customer Service at Komptech, emphasizes: "Our collaboration with cargo-partner at the iLogistics Center Graz enables us to deliver spare parts to our customers worldwide even faster and more efficiently. This partnership allows us to respond flexibly to customer needs while ensuring the highest level of service quality."

Years of experience in outsourcing spare parts logistics

cargo-partner has extensive experience in managing spare parts logistics outsourcing and has already supported several customers in this area. In a series of joint planning workshops, Komptech's processes and requirements were carefully defined. Based on these specifications, cargo-partner designed the warehouse layout and provided the necessary equipment. Dedicated project teams were established to oversee implementation and relocation, working together in constant communication.

End-to-end transparency from the warehouse to the last mile

For Komptech, a high level of service, short delivery times, and precise cut-off times were top priorities. With the SPOT digital platform and seamless system integration via multiple API interfaces, Komptech has full visibility into its goods flows at all times. This enables early identification of stock availability and potential bottlenecks, allowing for well-informed decision-making. Last-mile logistics, including worldwide parcel shipping, is also largely coordinated by cargo-partner.

Additionally, cargo-partner provides hub deliveries, allowing Komptech to consolidate shipments and ensure targeted distribution. For example, Komptech teams in the USA have direct access to the SPOT platform, enabling them to monitor stock levels in real time and manage orders efficiently. cargo-partner prepares shipments and consolidates them, such as into containers for sea transport to the USA. All deliveries and order processes can be tracked via SPOT, where Komptech can also request quotes for air and sea freight if needed.

“With the successful implementation of the new warehouse processes, we are optimistic about the future and look forward to further strengthening our collaboration with Komptech. Together, we will continue optimizing our logistics processes,” says Martin Schenzel.

Vienna, February 13, 2025

About Komptech

Headquartered in Frohnleiten, Austria, Komptech is a global leader in environmental technology, specializing as a technology and competence partner in the development and production of machinery and equipment for mechanical and biological waste recycling, as well as the processing of woody biomass. The company’s product portfolio includes 50 different machine types, which can be configured in 400 variations. Comprehensive service and spare parts offerings complement Komptech’s solutions. With a global distribution network, Komptech is already represented in around 80 countries through its partners. The company employs approximately 750 people across its four locations in Frohnleiten, Vienna (Austria), Oelde (Germany), and Ljutomer (Slovenia), including 220 employees in Frohnleiten. In 2023, Komptech achieved a revenue of over 213 million euros—an increase of eight million euros compared to 2022. The company is also certified as a family-friendly employer.

About cargo-partner

cargo-partner, a group company of NIPPON EXPRESS HOLDINGS, INC., is a full-range info-logistics provider offering a comprehensive portfolio of air, sea, land transport and warehousing solutions. With over 40 years of expertise in information technology and supply chain optimization, the company designs tailor-made services for a wide range of industries to create competitive benefits for its customers all around the world. Founded in 1983, cargo-partner generated a turnover of over 1.3 billion euro in 2023 and currently employs more than 4,000 people worldwide.

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