



***LAB LOGISTICS GROUP INTERNATIONAL***

***COMPANY PRESENTATION***

# The LLG-Group – The No. 3 in the European Lab Market

- ▣ **LLG is a cooperative located in Meckenheim, Germany**
  - **LLG is owned by 30 strong laboratory dealers in Europe with a consolidated turnover of > € 500 MIO and > 300 sales reps**
  - **LLG covers 16 countries with shareholders and 15 countries with associated dealers**
- ▣ **LLG has been founded 1972 as a service provider for local laboratory dealers**
  - **Consolidated assortment and purchasing**
  - **International Sourcing**
  - **Product-Management**
  - **LLG-Labware brand** 
  - **Central Warehouse with 13.500 SKUs representing 95% of customer lines**
  - **Multinational Catalogue in 9 languages**
  - **State of the Art- Webshop**
- ▣ **LLG-International GmbH has been founded 2006 to service clients who are looking for a multinational sourcing partner for laboratory- supplies**

# THE EUROPEAN LABORATORY-DISTRIBUTION-NETWORK



# The LLG-Group is a preferred distributor of leading brands



**Julabo**



**AVANTOR**  
PERFORMANCE MATERIALS



**DURAN GROUP**  
magic of precision



**eppendorf**



**LLG**  
LABWARE



*vacuubrand*  
Technology for Vacuum Systems



**huber**



**AQUA  
LYTIC**



**WTW**



**IKA**

GE Healthcare



**GE**



**Thermo**  
SCIENTIFIC



**Heidolph**  
Research made easy



**LLG**  
LLG international

# LLG-I is dedicated to service multinational accounts

- ▣ **European Coverage**
- ▣ **Single Point of Contact for multinational sourcing of laboratory supplies**
- ▣ **Complete Product Coverage for Laboratories**
  - Consumables 
  - Instruments 
  - Chemicals 
  - Life Science Products 
  - PPE 
  - Furniture 
  - LLG-Labware 
- ▣ **Multinational Catalogue and e-Content in 8 Languages**
- ▣ **Dedicated Local Account Manager and Customer Service**
- ▣ **Financial Health**
- ▣ **Value Added Services**
- ▣ **Continious Improvement Programs**
- ▣ **„we try harder“ -Attitude of local entrepreneurs**



***LAB LOGISTICS GROUP GmbH***

***COMPANY PRESENTATION***

# LLG-Customer Service covers Central and Local Levels

- ▣ **LLG-I Key Account Manager**
  - Central Point of Contact
  - Contract Management
  - Central Reporting
  - Spend Analysis and Optimization Programs
  - Final escalation-instance
  
- ▣ **Local Account Manager**
  - Dedicated Account Manager for each site
  - On site visits and consultancy
  - Responsible for all demands of sites
  
- ▣ **Local Customer Service**
  - Native Speakers
  - Problem Resolution on local level
  - Order and Complaint Handling

# LLG-I provides several Value Added Services

## ▣ e-Catalogues and e-Ordering solutions

- FTP/Punch-Out/OCI techniques
- Customized assortment
- 7 languages

## ▣ KPI controlling

- Quality
- Delivery Service
- Spend control

## ▣ Cost Saving Programs

- Spend analysis
- Replacement Programs

## ▣ Customized Delivery

## ▣ VMI

## ▣ Local Emergency Stock



***LAB LOGISTICS GROUP:  
DEDICATED TO SERVICE YOUR LABORATORY!***

***THANK YOU FOR YOUR ATTENTION***

Lab Logistics Group International GmbH  
Am Hambuch 1  
53349 Meckenheim  
Germany  
Tel: +49 22 25 92 11 94 (reception)  
Website: [www.llg.de](http://www.llg.de) / [www.llg-international.eu](http://www.llg-international.eu)  
E-mail: [a.meise@llg.de](mailto:a.meise@llg.de)