

SOLUTION BRIEF

Unlock value with integrated fulfillment and aftermarket services

A unified, scalable approach connecting global fulfillment, returns, and value recovery

KEY BENEFITS

- Seamlessly integrate product delivery and value recovery services
- Simplify execution and improve customer outcomes
- Tailor solutions to industry, customer, and regional requirements
- Gain real-time inventory, cost, and sustainability insights
- Augment revenue with circular economy opportunities
- Mitigate regulatory and compliance risk across geographies

Supply variability, demand fluctuations, and regulatory concerns are reshaping increasingly complex global supply chains.

Despite the challenges, demand for fast, customized delivery across channels and sustainable business practices continues to increase. To navigate the shifting landscape and meet rising customer expectations, original equipment manufacturers (OEMs) are rethinking how they manage fulfillment and value recovery, whether through a regionalized, standalone solution or a global, fully integrated lifecycle model. Flex supports both approaches, unlocking value at any point in the product journey.

What's really at stake

Across delivery and reverse logistics, OEMs are dealing with the same root issues:

- Fragmented service delivery across multiple providers
- Lack of visibility across forward and reverse flows
- High inventory holding costs due to misaligned planning or returns lag
- SLA failures driven by channel complexity or lack of regional flexibility
- Missed opportunities to reuse, recover, or monetize returned products
- Sustainability targets that are hard to hit, or even measure, without better tools

These challenges aren't isolated—they're systemic symptoms of supply chains that were never designed to operate as a connected system, exacerbated by service partners that specialize in only a part of the lifecycle. OEMs are left to stitch together solutions on their own, leading to inefficiencies, delays, and lost value. Whether optimizing one segment or integrating the entire back half of the lifecycle, the need for crisp, connected execution is clear.



Integrated fulfillment and aftermarket services from Flex deliver exceptional value in **high-complexity, high-value product categories across data center, consumer, healthcare, and industrial markets**

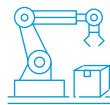


Revolutionize lifecycle management with fully integrated services

Flex offers a unified portfolio that spans fulfillment, returns, reuse, resale, and recycling, giving OEMs an agile approach to fulfillment and aftermarket services, customized by region, industry, or product complexity. Whether deployed end-to-end or on a standalone basis, our solutions scale to deliver what customers need, where and when they need it. Expertise across the product lifecycle ensures that even when standalone solutions are preferred, every decision can be made with the full lifecycle in mind, making the transition from one phase to another seamless.

Streamline delivery with value-added fulfillment and logistics services

Reduce complexity and lead times across channels and routes to market with intelligent systems, global reach, and meticulous execution that enable finished goods to move from production to end customers faster and more cost-effectively.



Kitting and late customization

Localized configure-to-order solutions, including labeling, software flashing, bundling, and packaging



Vendor-managed inventory (VMI)

Integrated replenishment programs that reduce inventory risk, improve forecast alignment, and lower total cost



Warehousing/inventory management

Secure, climate-controlled storage co-located with manufacturing and fulfillment operations



Omnichannel fulfillment

One platform to support enterprise, retail, D2C, and marketplace channels, adapted to regional expectations



Packaging solutions

Sustainable packaging design and execution, including right-sizing, box-on-demand, and returnable packaging

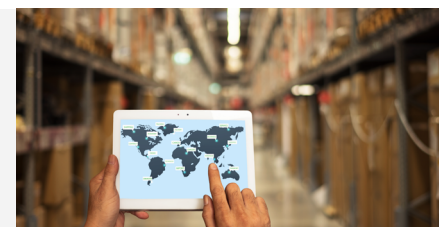


Transportation management

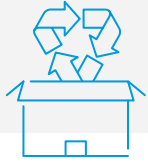
Centralized coordination of multimodal shipments with real-time visibility, carrier optimization, and SLA monitoring

STRATEGY IN ACTION

COMPANY	Global enterprise
IMPACT	Cut lead time 40%
HOW THEY DID IT	Kitting, packaging, and logistics execution across 3 regions



Flex digital tools such as **ECO2**, **FreeFlow**, and **Circale** improve visibility, enhance compliance, and help companies demonstrate measurable impact.



COMPANY	OEM
IMPACT	Reduced inventory holding costs 20%
HOW THEY DID IT	VMI program across multiple facilities



Capture value and deliver an exceptional customer experience with aftermarket services

Extend the product lifecycle, reduce waste, recover value, and achieve desired sustainability outcomes with efficient, traceable programs and innovative digital tools that eliminate guesswork, identify opportunities, and improve profitability.



RETURNS MANAGEMENT AND SCREENING

Diagnostics, testing, and disposition to recover value from returned products quickly and efficiently



REPAIR AND REFURBISHMENT

In-region services for restoring products or modules to working or like-new condition



SPARE PARTS AND ASSET RECOVERY

Just-in-time spare parts delivery, planning, and inventory, integrated with teardown and reuse from returned goods



RESALE ENABLEMENT

One platform to support enterprise, retail, D2C, and marketplace channels, adapted to regional expectations



RECYCLING

Certified dismantling and material recovery programs designed for IP protection and regulatory compliance



COMMISSIONING/ DECOMMISSIONING

Product installation and retirement services, where in scope, integrated with part reuse, recycling, or resale



SUSTAINABILITY

One platform to support enterprise, retail, D2C, and marketplace channels, adapted to regional expectations



DIGITAL PLATFORMS

Certified dismantling and material recovery programs designed for IP protection and regulatory compliance

STRATEGY IN ACTION

COMPANY	Consumer goods
IMPACT	Avoided \$40M in costs annually and reduced landfill waste
HOW THEY DID IT	Ink tank reuse program



ABOUT FLEX

Bring innovative products and solutions to market cost effectively while enhancing long-term profitability and sustainability with customized services that add tangible value throughout the product lifecycle. Flex delivers comprehensive solutions from design and engineering through manufacturing, fulfillment, and disposition. Partner with Flex for trusted, end-to-end integrated services at scale.

COMPANY	Industrial
IMPACT	Recovered 50,000+ units annually with a 96% success rate
HOW THEY DID IT	Refurbishment program



COMPANY	Medical
IMPACT	Faster lead times and lower emissions
HOW THEY DID IT	Component reuse combined with carbon tracking



The Flex advantage

An ever-changing delivery landscape, sky-high customer expectations, and intense stakeholder focus on sustainability practices requires a rigorous approach to fulfillment and returns. Whether OEMs need a fully integrated solution or standalone service support for fulfillment, logistics, or reverse flows, Flex delivers integrated solutions at global scale that simplify execution, improve customer outcomes, and recover more value.

- Global network of solution experts, service hubs, and manufacturing facilities
- Proven success across industries, with solutions tailored to sector and regional requirements
- Circular economy solutions that are measurable, scalable, and tied to real business outcomes
- Digital tools for real-time insights into product movement, costs, and sustainability metrics
- Integrated delivery and recovery services built on a shared digital and operational backbone

Scale smarter, reduce waste, and move faster with Flex fulfillment and aftermarket services.

Learn more

[Value-added Fulfillment and Forward Logistics](#)
[Reverse Logistics and Circular Economy Aftermarket Services](#)
[Product Lifecycle Services](#)

For more information, visit flex.com/connect

Flex (Reg. No. 199002645H) is the manufacturing partner of choice that helps a diverse customer base design and build products that improve the world. Through the collective strength of a global workforce across 30 countries and responsible, sustainable operations, Flex delivers technology innovation, supply chain, and manufacturing solutions to various industries and end markets.

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