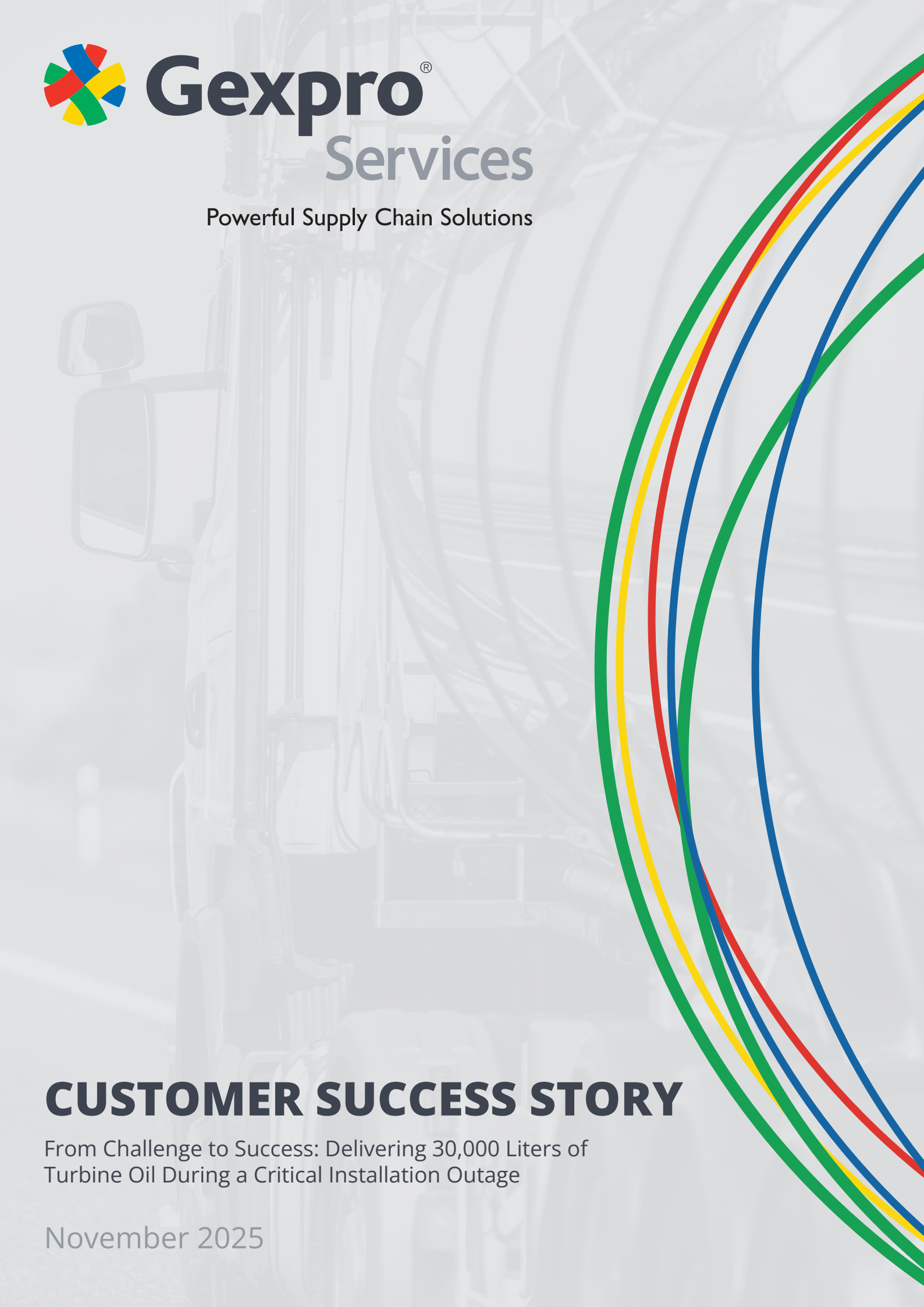
Gexpro® Services

Powerful Supply Chain Solutions



CUSTOMER SUCCESS STORY

From Challenge to Success: Delivering 30,000 Liters of Turbine Oil During a Critical Installation Outage

November 2025

When a major customer approached us, the situation was urgent. They needed 30,000 liters of specialized turbine oil for a critical installation outage. The specification was clear—but the clock was ticking, and they had no direct access to suppliers. Every extra day of delay would cost them extremely high amounts, making timely delivery absolutely essential.

THE CHALLENGE

This wasn't just about sourcing oil. It was about navigating a maze of **European regulations**, securing **excise tax permits**, and ensuring compliance with **strict environmental standards** for storage and transport. Add to that the complexity of **cross-border logistics**: manufacturing in Germany, supply through Hungary, and final delivery to Italy—all within a very short timeframe.

OUR RESPONSE

We knew there was no room for error. Here's how we turned complexity into certainty:

Supplier Sourcing:

Using our network, we connected with multiple manufacturers and secured the exact oil required for turbine performance.

Complete Documentation:

Provided all required technical documents, including **datasheets and MSDS in the local language**, ensuring full compliance and customer confidence.

Regulatory Expertise:

- Obtained the necessary excise tax permits for trading oil in Europe.
- Worked closely with environmental authorities to meet local legislation for storage and transport.

Dedicated Program Management:

A single point of contact ensured smooth communication, answered all questions, and kept the process transparent

THE OUTCOME

Despite the complexity and time pressure, we delivered **30,000 liters of turbine oil on schedule**, preventing costly delays during the installation outage. Every regulatory requirement was met, and the customer had peace of mind knowing one partner handled everything

WHY IT MATTERS

This project wasn't just about oil—it was about trust, expertise, and reliability. By managing sourcing, compliance, documentation, and logistics under tight deadlines, we helped our customer avoid **extremely high financial losses** and maintain operational continuity.



YOUR OPERATIONS DESERVE THIS LEVEL OF CERTAINTY.

If you're facing complex sourcing and compliance challenges, let's talk about how we can help

Gexpro Services Europe
East Gate Business Park, Akácos, A3/III., 2151 Fót, Hungary
+36-70/465-3912 • europe@gexproservices.com

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