

Case Study: Global Information and Technology Service Organization

Company Description: A world wide information technology services and solutions company providing systems integration, infrastructure and server technologies. The 37,000-employee company focus is consulting with 86% of its business in the services sector.

Objectives: To reduce the inventory dollars in the field. To reduce the quantity of sites inside the company's existing forward stocking location network, while continuing to meet it's stringent Service Level Agreements (SLA).

Challenges: To migrate support to SDA sites quickly, without a break in service levels. To implement complex business rules and order processes into their existing 24x7 business infrastructure. To adjust field inventory levels to ensure meeting the required SLA's.

Return on Investment. SDA was able to fully integrate our remote stocking program into the company's overall service support strategy within 14 working days, providing SDA-owned inventory 24x7. This included real-time IT interface, knowledgeable customer call center support, and provided the last point of quality control on FE technical calls, when required. Thus the company was able to reduce it's overall inventory requirements by 25%, eliminate the cost of maintaining the required sites by utilizing SDA's network instead, and increased it's on-time fill rates for mission critical printer and server products.

“By utilizing SDA's experience in the area of mission critical parts logistics ...we were able to reduce our forward stocking levels by 25%.”

Since 1992, System Design Advantage, LLC (SDA), has provided a broad spectrum of parts, logistics and depot repair services to major OEMs, IT equipment service providers, SMB and large blue chip corporations. Headquartered in Minnesota, SDA has a network of repair depots and stocking facilities throughout North America.