



Parts & Equipment

Service Logistics

Depot Repair

Case Study: Sun Enterprise-Class Technology Service Company

Company Description: An enterprise-class information technology service company providing systems integration, data center optimization and security infrastructure. Specializing in Sun technologies, this privately held company has 9 offices worldwide and over 120 parts depots.

Objectives: With its successful core business in the enterprise-class arena, specializing in Sun equipment, high customer satisfaction and client retention has resulted in demand for Intel-based server and business-class support to be rolled into the current 2-hour response, 4-hour restore maintenance contracts.

Challenges: To outsource it's Intel product support completely to an 'expert' in Intel-based Multi Vendor products without losing access to 24x7 remote stocking. Reassess and realign Intel stocking support strategy, tapping into a partner with experience in cross reference and substitute FRU 'intelligence' and thus reducing redundant inventory stock and E&O issues.

Return on Investment. By utilizing SDA's experience in Intel business-class products, this customer was able to provide 24x7 support, initiate a complete IT integration for on-line, real time deployment of parts BY the customer, and meet continue to meet its SLA's. It successfully expanded its service offering to include printer/desktop/laptop products sets and eliminated the need for Intel inventory levels (*SDA-owned spares vs. previous model of customer-owned service spares in the field*). By partnering with SDA the customer gained access to products previously unavailable to them, through SDA's OEM relationships and authorizations.

“Partnering with SDA...resulted in the successful expansion of our service offerings.”

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.