

Case Study: A Technology Integration and Support Company

Company Description: A 20+ year leader in delivering technology integration and support service; responsible for managing their customers' procurement activities, IT support strategy for their end users and redeploying old IT assets.

Objectives: Desire an immediate reduction in overall operational costs. Require measurable improvement in the service parts processing and handling; the need for a closed loop forward/reverse logistics process. Obtain clear understandable data and solid KPI/metrics to help monitor performance and track results. Improve vendor fill rates and consolidate multiple outside vendors to reduce procurement costs.

Challenges: Struggling to coordinate several disparate services provided by multiple logistics providers, this lack of integration handicapped their ability to maintain consistent processes at multiple shipping and receiving points, and challenged the company to manage the providers' cost variations. A wide variety of control and visibility issues posed significant quality issues as well.

Return on Investment By utilizing SDA as their primary provider, the results were immediate:

- Reduced nearly \$700,000 in first year operating costs
- Centralized parts logistics operations
- Significantly reduced time and costs associated managing multiple providers
- Improved the parts logistics process including shipping and receiving, ordering, financial management, operations reporting
- Sped access to data. A clearer, more understandable format also helped improve results
- Improved overall customer satisfaction

“SDA impressed us with their fast response and commitment to making our partnership successful.”

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.