

# LIFECYCLE SUPPORT SERVICES CASE STUDY: DEPOT REPAIR

## The Client

One of the world's largest technology consulting and outsourcing companies.

## Business Challenge

With tens of thousands of employees around the globe – many working remotely – continuous productivity depends on each employee having a fully functional laptop.

The client's previous depot repair partner had rigid, non-collaborative processes; limited contact hours; and unpredictable program costs. As a result, the client ran a parallel in-house operation at significant cost for marginal advantage.

## The Ingram Micro Solution

Ingram Micro set up Depot Repair Service at our Chandler, AZ facility in August 2012. By October the client judged the program sufficiently successful that they discontinued their previous supplier and shut down their in-house facility.

With Ingram Micro's client-focus, active program management, and attention to detail, replacement products are back in the hands of users within 48 hours and, for emergency requests placed prior to the daily cut-off time, the next-day. Service is provided in the US, Canada, and International locations. Ingram Micro:

- Runs the depot repair facility 11 hours a day to broadly cover all time zones
- Maintains a ready stock of replacement units and repairs returned units
- Loads a new software image and restores files prior to shipping the new unit
- Works directly with the client's IT teams in India and the UK to ensure imaging issues don't delay on-time replacements
- Has expanded service to include asset refresh and EOL disposition
- Provides a predictable blended cost model.

## Why the Client Chose Ingram Micro ITAD

With our reputation in the industry and coverage for all locations, Ingram Micro had the infrastructure required to ensure program success. Ingram Micro's advanced reporting capabilities through the BlueIQ system also made it simple for the client to monitor and track both equipment and program goals.

## Key Solution Benefits

- Program costs reduced by over 25% with superior results
- Predictable blended cost model
- Over 10,200 laptops shipped out per year
- Standard 48-hour turnaround time + next-day emergency service