

Depot Repair

The Client

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

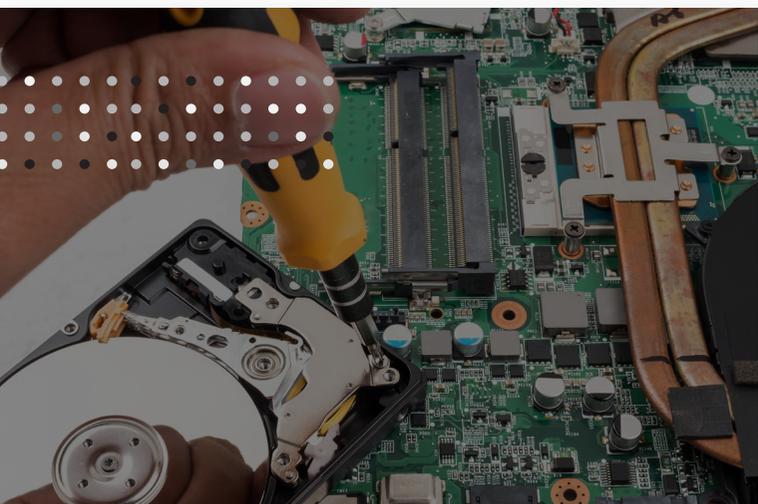
Business Challenge

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, driving the client to run parallel, in-house back-up operations. The client needed a robust, cost-effective, and transparent single-source solution.

The Ingram Micro Solution

Starting in 2012, we established a dedicated Depot Repair operation at our Chandler, AZ facility. Within months the client declared the program a success and discontinued both their previous supplier and their in-house backup facility.



Key Solution Benefits

Reduced costs by over 25% while achieving superior program results

The predictable blended cost model allowed client to budget appropriately

Yearly program throughput of over 10,200 laptops

Standard 48-hour turnaround time plus next-day emergency service

With our active program management and attention to detail, replacement units reach users within 48 hours. Emergency requests placed prior to the daily cut-off time arrive next-day. We:

- Run extended hours at the depot repair facility to broadly cover all time zones
- Maintain a ready stock of replacement units and repair returned units for reuse
- Sanitize all assets in accordance with corporate security requirements
- Load a new software image and restore archived files prior to shipping
- Work directly with the client's India and UK IT teams to ensure imaging issues don't delay on-time replacements
- Provide a predictable blended cost model.

This highly successful program continues to support the client's end US, Canadian, and International users. As a result, the client has implemented additional Ingram Micro programs including asset refresh and EOL disposition.

Why the Client Chose Ingram Micro ITAD

With our strong industry reputation and global footprint, we had the necessary infrastructure to ensure program success. Our advanced BlueIQ asset intelligence system; real-time tracking and reporting capabilities; and custom blended cost model made it simple for the client to keep tabs on equipment, costs, and program goals at all times.