

# Device Lifecycle Management: Repair Services

## The Client

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

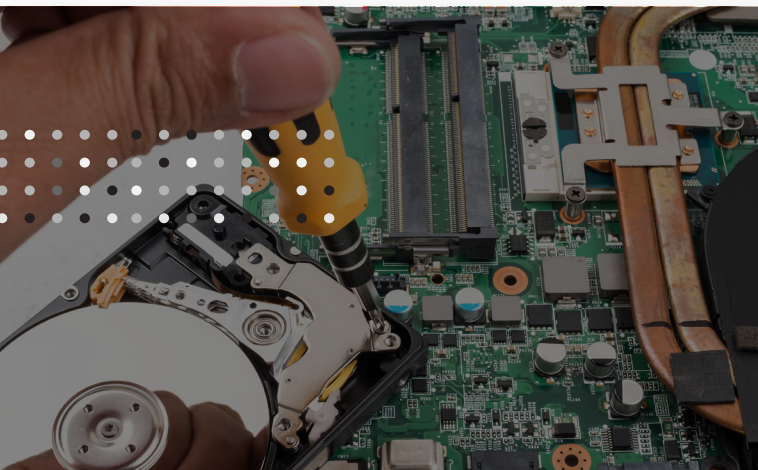
## Business Challenge

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 repair partner for North America 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 10,000 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 users in the U.S. and Canada. As a result, the client has implemented additional Ingram Micro programs including asset refresh and end-of-service 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.