



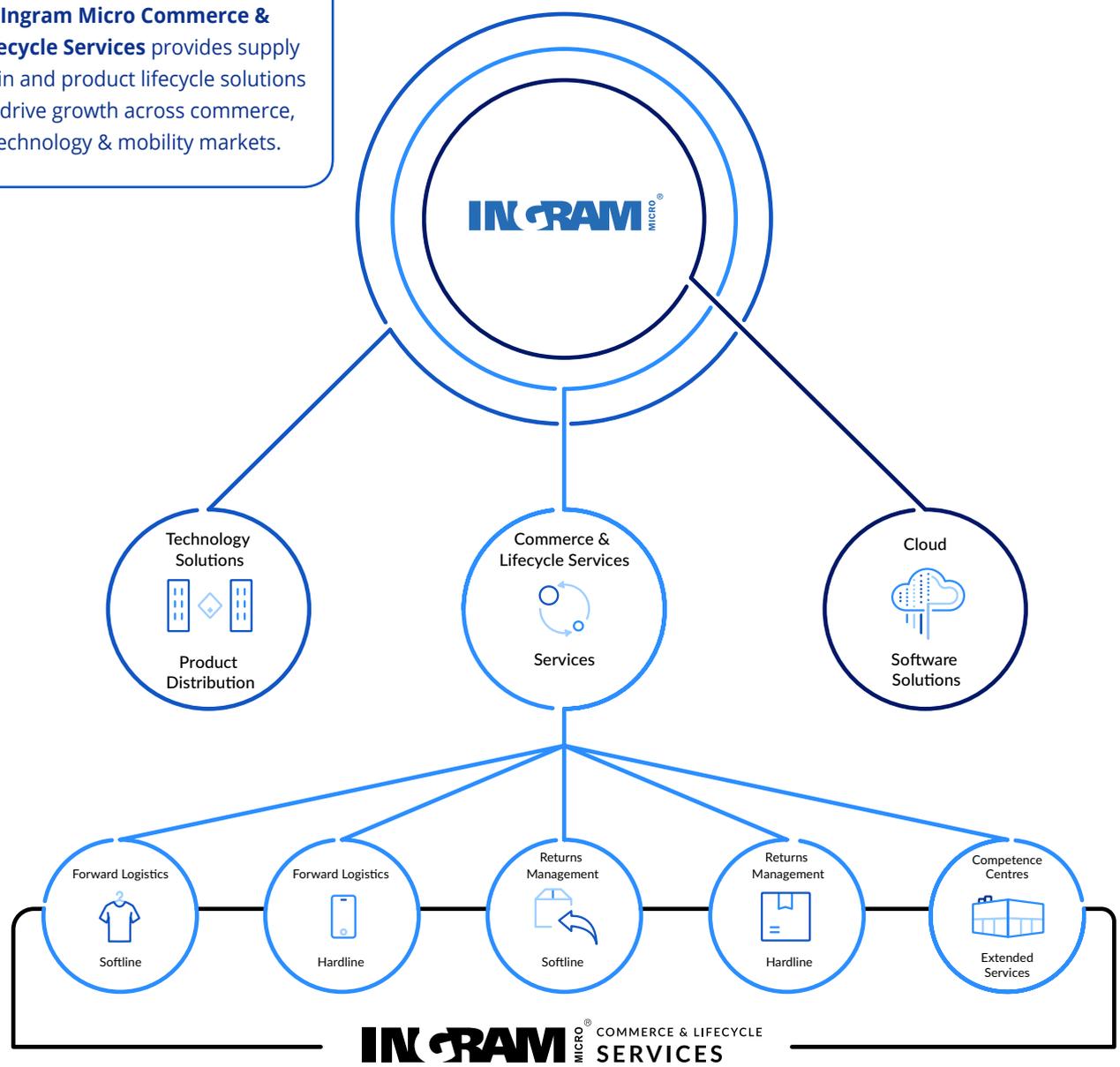
# The Global Leader in Logistics

## Commerce Enablement & Device Lifecycle Services



Brings together forward logistics, reverse logistics and IT  
asset disposition to address the lifecycle of any product

**Ingram Micro Commerce & Lifecycle Services** provides supply chain and product lifecycle solutions to drive growth across commerce, technology & mobility markets.



Ingram Micro Commerce & Lifecycle Services is a global business unit within Ingram Micro, dedicated to providing services that support the entire product lifecycle. Brightpoint, ANOVO, CloudBlue, Shipwire and DocData have been combined to deliver a full portfolio of services that consist of forward logistics, reverse logistics and a range of extended services. We would like to introduce our various solutions within our service division and how we help our customers to deliver on their brand promises every order, every day, everywhere, every way.

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# Forward Logistics Softline

Our forward logistics solutions for softline products are designed to be an extension of your brand. With over 17 million square feet of global warehousing in 150 locations, we provide forward logistics services to meet your needs.

Whether shipping direct-to-consumer or bulk-shipping products to retailers, our extensive network of facilities and operational teams provide access to warehousing, transportation and logistics to help you every step of the way.

**“Softline Products:** The term is based on the soft, flexible nature of the materials in the products. Softliners include products sold in apparel, shoe and accessory categories... Shoes, scarves, gloves, blankets, linens and towels are prominent examples of softline products.”



## CASE STUDY

**de Bijenkorf** 

part of Selfridges Group

High-end premium department store chain in The Netherlands, offering clothing, cosmetics, shoes, accessories, books, toys, homeware and more.

- Dedicated 33.000 sqm multi-floor warehouse (82.000 sqm in total)
- Sustainable according the highest standard in logistics real estate (BREEAM 5)
- B2B and B2C shipments to customers and 7 department stores in the Netherlands
- 2.700.000 items stock capacity, and up to 120.000 items can be processed per day

## Value Added Services

Value added services are designed to deliver an amazing customer experience. With standard value added services - kitting, labeling and quality control processes - and highly customised services, our customers have a single provider for all their needs.

Handwritten Notes



Packaging Concepts



Personalisation



Prescription of Glasses



Targeted Leaflets



Embroidery



Recycling



Gift Wrapping

# Forward Logistics Hardline

Forward logistics is more than just getting products from point A to point B. Our hardline fulfilment and transportation solutions enable your growth — through any channel, any market, anywhere.

Start with a shared warehouse solution, a dedicated facility, or utilise our global footprint, we are able to support your growth.

## Shared Facilities

Our global network of fulfilment centres are located in close proximity to major markets, manufacturing regions and efficient transportation options so that you can strategically position your inventory according to your business needs. For further flexibility, our campus environments allow for shared labour pools, as well as IT and HR resources.

**“Hardline Products:** Hardlines are goods that are “hard” to the touch. A product line primarily consisting of articles such as hardware, houseware, electronics, sporting goods, health and beauty aids or toys would be considered hardline goods.”



## Dedicated Customer Facilities

One-size-fits-all may not fit your business. We provide customised logistics solutions based on individual business needs. We are experienced to operate and build, in close collaboration with our customers, dedicated and highly automated facilities for enterprises across the globe

### CASE STUDY **bol.com**<sup>®</sup> part of Ahold Delhaize

Since 1999, we are the fulfilment partner of the biggest online marketplace in The Netherlands.

- 120.000 items shipped per day on average (300.000 during peak)
- Wide variety of goods (10 product categories)
- Same day and next day delivery options
- Highly automated receiving, storage, order-picking, sortation and packing solutions.

# Returns Management Softline

More eCommerce purchases mean returns are more important than ever. Peaks are getting both shorter and more severe. We efficiently manage the entire returns process, from receipt through to final disposition, in order to maximise value recovery and avoid obsolescence.

Our softline returns solutions are designed for efficient and fast returns processing. We provide comprehensive solutions from returns mitigation and management all the way to salvage and refurbishment services. We also provide aftermarket services for remarketing, recycling or destruction of products.



## CASE STUDY

 **zalando**

Zalando SE

Online fashion platform delivering to customers in 17 countries, offering clothing, shoes, and accessories from more than 2.000 brands

**Germany:** Grossbeeren, Flensburg, Münster |  
**Poland:** Swiebodzin | **Switzerland:** Neuendorf |  
**UK:** Manchester | **Sweden:** Brønna

- Returns network of 7 hubs including 2 fulfilment centres
- Over 5.000.000 returned items processed monthly
- Returns handling and customs clearance in Switzerland

Our softline returns network:

- **Covers** all major European markets
- **Enables** international growth and operational flexibility
- **Provides** individually tailored comprehensive solutions
- **Optimises** operational and shipping costs

## Data Analytics

Data gathered along the way provides business insights, which can be used to understand the reasons for returns, allowing you to determine areas of focus for continuous improvement. Our data analysts help us and our clients to optimise performance and achieve mutual benefits.

## Value Added Services

Some of the value-added return services we provide for customers with softline products:

- Dust removal
- Packaging refresh
- Hygiene check
- Authenticity check
- Cleaning
- Ironing and steaming
- Sewing and shirt folding
- Professional dry cleaning



# Returns Management Hardline

Our returns management services are tailored to the special requirements of hardline product sellers. This helps enhance customer loyalty through timely refunds processing, while optimising capital with quick store reconciliation and swift resale preparation.

With over 20 years of experience in the provision of returns management, repair, refurbishment and re-deployment of assets, we know how to maximise value recovery at minimum cost. We understand the monetary value of returned products and the resulting requirement for efficient and quality-focused processing in order to ensure ROI (Return on Investment).

## CASE STUDY



part of Vodafone Group

- 265.000 customer interactions handled by the Contact Centre each year
- 100% of customer repairs completed within 48 hours
- 50% of all Enterprise return requests are saved through technical fault diagnosis and customer education



## Automated Solutions

We are committed to innovation and have implemented a wide variety of innovative solutions as we look for continued efficiency and cost saving opportunities. Beside solutions that are more manual in essence, our sites have a wealth of experience in automated processes that increase productivity, save time and conserve resources.

Automated Sorting



Packing



Automated Testing



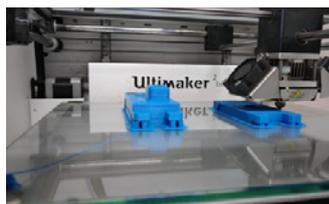
Software Upgrading



Remote Control Testing



Tugbot Transport



3D Printing



Automated Palletisation

# Competence Centres

We are dedicated to customer success and leverage Ingram Micro's global warehousing network, technology, partnerships, and decades of expertise in the logistics, mobility and IT asset disposition (ITAD) industries to ensure our customers' success. We ensure that we deliver a total customer support package from start to finish.

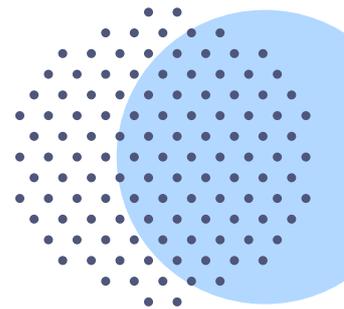
We would like to highlight four of our extended services: ITAD, Shipwire, DLM and Contact Centre.

## IT Asset Disposal (ITAD)

Reduce risk, cost and complexity associated with managing assets through our ITAD and lifecycle support services. We protect your brand with strict data security measures and responsible recycling practices while recovering value from retired assets.

## Shipwire

Our cloud-based inventory and order management platform, Shipwire, provides quick and easy access to utilise one or more of our global fulfilment centres. Even customers with a low number of SKUs can easily integrate on a cost-efficient manner by having 200+ pre-built connectors and integrations into shopping carts, retailers, marketplaces, small parcel carriers and more.



## Device Lifecycle Management (DLM)

Device lifecycle management (DLM) is a cost-effective solution allowing customers to outsource the supply and management of a fleet of mobile devices and technology products; giving them the freedom to focus on their core business.

## Contact Centre

In addition to our full portfolio of services, we also offer contact centre solutions. This service is available seven days a week, 24 hours a day across a platform that support calls, emails and live chat. Our focus remains on continuous improvement in customer satisfaction and Net Promoter Scores (NPS) and this forms an integral part of our company mission within the contact centres.