

Reverse logistics success story for global service provider

Trusted partnership saves \$820K on hardware returns through innovation and supply chain excellence



The challenge

- US distributor was not upholding agreement for US returns and our customer saw storage charges accruing for returned CPE, but no usage or cost savings.
- This prompted our customer to appoint a project lead to review the reverse logistics program including root cause analysis, focusing on reporting accuracy and improvements.
- We were a trusted partner for more than ten years and this was the first time this issue was raised.



The solution

- Westcon-Comstor provided visibility for customer across whole European operation, inviting them to our Houten warehouse to see the end-to-end process.
- Increased reporting granularity showed decision-making process on every order.
- Metrics and real-time examples highlighted the factors affecting re-use were customer's own processes and suppliers.
- Proposed initiatives to increase re-use, and customer agreed a new internal process to move inventory across customer entities.



The result

- Demonstrated that we are a trusted partner working in our customer's best interests.
- Both parties committed to working together, towards an automated request and inventory tracking tool including testing the customer's field service workflow tool.
- The customer improved their internal processes and those of their suppliers.
- Bi-weekly touchpoint calls to discuss usage and future initiatives.
- Doubling of cost savings for our customer of \$820K in Europe in FY20.