



Services

Westcon  Comstor

## Westcon-Comstor Supply Chain Services

End-to-end supply chain solutions for customers worldwide. Superior integration and logistical solutions that ensure orders arrive on-time, fully functional and ready to serve your end customers.



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# What are Supply Chain Services?

With more than 30 years' distribution experience, we have a unique network of logistical resources, capabilities and expertise, providing vital end-to-end solutions worldwide and serving 180 countries.

We free up your team to focus on more profitable work by helping with time-consuming tasks such as offload system set-up, testing and basic configuration, tagging, software updates and more.

## 5 ways we help



**Drive efficiencies through expedited deliveries and deployments**, as well as project-managed global orders across multiple vendors and technologies



**Increase profitability** by attaching services margin to product sales



**Add value by using end-to-end supply chain services**, so you can focus on your core business



**Broaden your customer offering** such as reverse logistics, tagging, configuration/testing and storage



**Deliver CSR targets and reduce your environmental impact** by responsibly reusing and recycling legacy equipment



# Pre-staging logistics

**Pre-staging services in ISO 9001:2015 certified facilities so you and your customers can be confident we stick to strict quality assurance guidelines and audits.**



## Software and hardware upgrades

### Customer configurations

Pre-load customer-supplied configuration scripts onto products before they leave our labs, or programme default and common product settings to simplify onsite deployments. Partner engineers can remotely access their products in the facility when needed and take advantage of additional programming services

### Phone provisioning

Configure phones to work to provide the user with all associated telephony services, allowing the PBX server to recognise a specific phone and send all relevant communications to it

### Burn-in testing

Run devices for 48- 160 hrs to prevent early failure

### DOA [Dead on Arrival]

Devices powered up to check they're live

### Component upgrades and installation

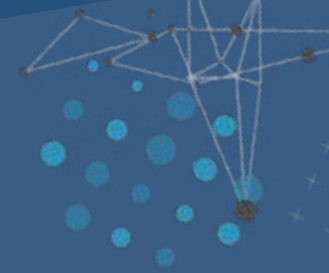
Install and test all components before anything leaves the facility. Out-of-the-box functionality for peace of mind, knowing the device is tested and ready for installation

### Firmware upgrade

Pre-load current software and correct firmware so they're shipped with the right OS

### Rack building

Device installation into a cabinet and wiring for site installation



## **Space hire**

### **Tech assistance**

Assistance for packaging or unpacking devices, as well as tech support on software and hardware upgrades

### **Bench hire**

Build, test and stage devices in a pre-production environment in our labs

### **Remote access**

Stage and test products without having to visit our sites using remote control software

### **Secure access**

We boast access controlled facilities and staging areas in multiple locations, All facilities require badge authentication upon entry and is restricted to certain personnel in certain areas.

## **Cisco BTO**

### **Server builds**

Build devices based on customer specification from in-house inventory, with all items tested, all parent/child relationships recorded, reducing lead times and eliminating risk of DOA

## **Additional services**

### **Asset tagging**

Using customer supplied or in house produced asset tags we're able to provide an archived record of assets along with, ID assignments by serial number or other types of ID. Specialised labelling to help with the identification for product or deployment location to help customer at the point of delivery or to meet government standard.

### **Labelling**

Request a specific quantity, colour, size, material, or shape

### **Data capture and reporting**

Track all products by customer-specified fields including serial and MAC, customer asset or IMEI numbers





## Third party logistics

A truly global approach to the management of hardware through our network of distribution centers. Ring fenced storage with a real time inventory management ensures that assets are safe and where you need them.



### **Storage solutions**

Storing products at our secured logistics centres across EMEA, we can accommodate Westcon-Comstor procured and customer-owned inventory

### **Inventory management**

Products are stored in a centralised location then sorted and segregated based on customer need including physical stock separation by project or disposition. Rolling cycle counts ensure each location is counted and reconciled with in stock reporting .

### **Product handling**

Upon receiving products we're able to capture data points such as Serial, Mac and IMEI numbers. Using these we are able to pick by project or disposition, then ship with a customers nominated carrier, adding bespoke labelling.



# Forward logistics

Expand global coverage by facilitating the shipping of hardware to 180+ countries. We simplify the complex process of international shipping with the most cost-effective way of getting goods into hard-to-reach countries.



## Exporter of record

Export goods out to over 200 countries. EOR solutions ensure that all documents including packing notes and commercial invoices are obtained and licensing requirements met.

## Tax and duty disbursement

Exports under DDP Incoterms. True DDP requires IOR services, but in a modified DDP agreement, we can pay local import duties and taxes on behalf of a customer, importer or IOR Service. Import taxes are paid out of country with tax becoming an unrecoverable cost. Disbursement of these often requires shorter payment terms.

## Importer of record

Make the shipping of hardware to over 100 countries hassle-free, even if you have no footprint in the country. We take care of all import permits and documentation, clear shipments through customs channels, pre-pay customs charges and levies, and perform last mile delivery.

## Forward stocking locations

Using our chosen provider to set up strategic locations to hold inventory prior to deployment to site. Currently around 900 global stocking locations.

## Rapid spares deployment 24/7/4

Place spares and equipment in the most suitable location. We can report inventory on a 'closest part available' to provide spares to site in the most efficient way.



# Reverse logistics

Simplify and manage the returns process and inventory management to trim overhead, improve process times, and reduce costs.

Get a full hardware lifecycle management solution for assets with a well-planned, cost-effective means of recovering assets from the field for repair, re-use or environmental destruction.



## Hardware and software

### End-of-life management

The final stage of a product lifecycle because of product changes, design development and retirement or disposal

### Data wipe and dispositioning

Return customer-owned inventory back into our 3PL to determine trade in, scrap or re-use. If new, our bespoke WMS system can ringfence customer-owned inventory in individual storage locations and provide livestock reports

### Technical inspections

- Physical inspection
- Hardware screening
- De-configuration
- De-staging of installed components
- Pre-staging and testing for reuse
- Soak test or load/endurance durability testing

### Certified destruction

Customer inventory that has expired or is no longer required can be economically and safely recycled with a certificate of destruction and audit trail for compliance with relevant data protection and environment recycling laws.

## Field collections

### Hardware collection and box provisioning

Deliver against CSR targets and reduce your environmental impact by responsibly reusing and recycling equipment. Decommissioned equipment transported back to Westcon-Comstor for screening for re-use

### RMA management

RMA management of refunds, replacement or repair during a warranty, extended to products out of warranty with an existing vendor RMA. We work directly with vendors to ensure there is a seamless return process

### Consigned storage

Purchase goods and hold them for any period, removing the need to co-ordinate shipping to a warehouse then dispatching products to their customers.



# Glossary

## **3PL**

**3rd Party Logistics** refers to the outsourcing of logistics processes to a third-party business, including inventory management, warehousing, fulfilment, transportation and distribution. The supply chain integration of warehousing operations and transportation services help businesses with the logistics of shipping, receiving, warehouse inventory, and tracking.

## **IOR**

**Importer of Record** refers to an importer (an entity or an individual) who is responsible for ensuring that legal goods are imported following the laws and regulations of the importing country.

## **EOR**

**An Exporter of Record** is an entity that is responsible for ensuring goods are exported successfully. This includes acquiring and accurately documenting the necessary export compliance requirements.

The EOR ensures that all export regulations and laws are followed.

## **FSL**

**Forward Stocking Locations** enables businesses to store their fast-moving products closer to their customers, provide faster delivery options and reduce their overall storage costs.

## **BTO**

**Build to Order** is a creation approach where items are not worked until an affirmed request for items is received, the most suitable methodology for highly altered or low volume items.

## **CSR**

**Corporate Social Responsibility.**

## **Standard staging**

- Material handler will unbox all hardware to complete the order.
- Technician will verify the hardware inventory and visually inspect all components.

- Technician will install the necessary memory, interface module, SFP/XFP and redundant power supply into the system (up to four components). Unless otherwise specified all hardware, components will be installed starting from slot 0, and incrementing slots as needed.
- Technician will load customer designated IOS. If not specified, then the most current IOS from manufacture will be applied.
- Upon completion, a quality assurance process will be performed and documented. A printed copy can be provided upon request. Unless specified by the customer any SFP/XFP's will be removed before shipping to minimise damage.

## **Advanced staging**

As above plus customer's bespoke configuration.





## We're here to help

Contact our Supply Chain Services team today to find out how we can help extend your capabilities, capacity and coverage, while you focus on growing your business.

### **Internal**

Logistics Support

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