

Consumer Electronics Manufacturer



Challenge

A global manufacturer and reseller of consumer electronics products was in urgent need of an ISO 9001:2001 certified depot repair service provider to perform immediate rework service on 5,000 LCD television units. The units were all manufactured with the wrong brand name on the front bezel and packaged in the wrong branded carton. The company needed immediate turnaround on these units because they were to be featured in a major national retail store advertisement and promotion in exactly two weeks.

Our Solution

Recognizing that the customer needed immediate assistance, DecisionOne arranged for a sample unit to be shipped overnight in order to assess time and labor requirements for the job. Upon its arrival, DecisionOne's logistics and repair staff assessed the labor, designed an efficient process, and presented the customer with an estimate for the entire project within eight (8) hours. The customer quickly agreed, and all 5,000 units were sent to arrive at DecisionOne's DHL hub-based facility in Grove City, Ohio within the next 48 hours. During that time, DecisionOne's logistics operations staff built the line to perform the rework and collaborated quickly to ramp up additional needed labor. Upon arrival at DecisionOne, the 5,000 LCD television units were removed from the truck, reworked, tested, packaged, and sent back to the manufacturer in less than a week. The speedy turnaround ensured their end customer had time to get the reworked units into their retail locations in time for the promotion.

Results

By engaging DecisionOne's logistics and repair rework services, this global manufacturer and reseller was able to achieve the following:

- Deliver a cost-effective and timely solution due to an unfortunate manufacturing error
- Mitigate interruptions to their projected revenue stream
- Maintain credibility with their end customer by fulfilling their on-time delivery commitment
- Reduce their inventory exposure, through rework versus disposal

“The responsiveness, reliability, and thoroughness of DecisionOne's logistics and repair staff enabled us to turn a near business disaster into a seamless, business-as-usual delivery to our end customer. We wouldn't trust a rework project to any other provider.”

— Consumer Electronics Manufacturer

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.