

Interactive Display Technology Manufacturer



Challenge

When a European-based interactive display technology manufacturer expanded its operations to the United States, they had little doubt that there would be demand for their product. However, when it came to the lack of logistics, field, and remote technical support, and systems to manage initial and ongoing servicing of the product stateside — they had significant challenges. Selling product mainly to educational institutions, and recognizing the highly networked nature of this industry, this manufacturer knew that quality installation was paramount to customer satisfaction and the company's reputation in the United States. In addition, the manufacturer required services their resellers — their primary selling channel — could offer to deliver a consistent, high quality installation solution. Although some of the manufacturer's resellers handled local installations, they all demanded additional geographic reach in order to sell on a national basis. In an educational environment, even a simple bulb replacement can involve significant project coordination. It is important not to interrupt the school day for maintenance, and of course, new installations require scheduling during the summer months or during spring or winter breaks. Therefore, it was essential to the manufacturer to work with a large service provider who could handle large scale deployments and could scale quickly.

Our Solution

Based upon DecisionOne's ability to develop and deliver a solution comprised of logistics, deployment, and maintenance services, the manufacturer quickly decided to partner with DecisionOne. The partnership is able to scale and grow as the manufacturer's U.S. business expands over time. In the early stages of our relationship, as the demand for their product grew, the customer's warehouse and transportation infrastructure was quickly overwhelmed. DecisionOne's Logistics Services organization was additionally engaged based on our ability to receive the product at the port of entry, completing the import paperwork, taking over the transportation management of the units, and finally receiving them at DecisionOne's 400,000 square foot logistics facility in Columbus, Ohio. Ongoing as customer installations are requested and scheduled, according to customer availability, DecisionOne picks, packs and ships the requested warehoused units to the customer location for installation by our trained field technicians. In addition, the manufacturer leverages DecisionOne for warranty service, including maintenance and repair of its product.

Results

By engaging DecisionOne's logistics, deployment, and maintenance services, our interactive display manufacturer customer was able to achieve the following:

- Capability to receive, warehouse, track, and ship on demand more than 12,000 units, nationwide
- More than 500 installations, completed off-hour and according to end user schedules, with excellent customer service ratings
- Single-source service solution supporting the entire product lifecycle from receiving and storage, to fulfillment on demand, installation, field maintenance, and support
- Cost-competitive solution made possible by leveraging DecisionOne's specialized workforce and service delivery model

“We partnered with DecisionOne because they have the **scale, scope, and commitment necessary** for our success in the U.S. marketplace. As a result, we can focus on meeting our aggressive sales and installations objectives, without having to worry about service details, because DecisionOne does!”

— Interactive Display
Technology 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.