

Major Network Equipment Manufacturer



Challenge

A global Original Equipment Manufacturer (OEM) of routers, switches, hubs, and wireless equipment was in need of a U.S.-based ISO certified depot repair service provider to manage its after-sale program for consumer support and repair of defective products both in and out of its Asia-based Original Design Manufacturer's (ODM) warranty. In addition, the OEM required forward logistics, appliance test, and configuration services to support one of its major telecommunications service provider customers. Equipment needed to be configured with IP addresses and individual assemblies that vary by site, then shipped to service provider sites nationwide.

The Solution

Based upon our OEM customer's unique needs, DecisionOne created a specialized post-sale program to enable all defective equipment — both in- and out-of-warranty — to be sent directly to DecisionOne's Northboro, Massachusetts Logistics and Repair center, where it is repaired to ODM-functional specifications within five (5) working days, versus the ODM's repair center in Asia, which could take more than 30 days. Over time, the repair program has expanded to include environmental testing in DecisionOne's Environmental Simulation (ES) chamber, in addition to RoHS-compliant component-level repair. DecisionOne also worked with the OEM to create a specialized process to receive equipment, then test and configure it to the service provider's specifications. Once equipment is tested, IP addressed, and configured, the units are shipped to the service provider's customer service center hubs, where they await installation by their field engineers.

Results

By engaging DecisionOne's Logistic Services, this global manufacturer was able to achieve the following:

- Significantly reduce inventory and shipping costs with U.S.-based depot repair
- Reduce onsite labor and NDF equipment by testing and configuration prior to ship
- Deliver a timely repair solution (five days) to consumers nationwide
- Same day turn-around for testing and configuration
- Bolster customer satisfaction by fulfilling their on-time repair commitment
- Exceeds 99.9% SLA for their testing and configuration program
- RoHS-compliance

DecisionOne is the **only** non-ODM repair service provider we use, due to their **specialized knowledge** of our equipment and components, **state-of-the-art facility**, and **reliable track record**.

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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.