

## Resources, manufacturing and logistics success story for global customer

Cisco LAN transformation of 1000+ logistics centres



### The challenge

Ordering direct from Cisco, the global customer experienced a number of problems including:

- Long lead times
- Missed deployments
- Excessive admin
- Wasted engineer visits
- Penalties
- Unpredictability

...leading to an unhappy end customer.



### The solution

- Westcon took a bulk PO from the global customer and held stock consignment for delivery to 27 EU countries within 2-3 days, with a 5-7 day end-to-end lead time.
- Weekly review of what had been consumed ensured stock was fully replenished, either by moving Westcon-Comstor's stock into the global customer's stocking location, or by placing an order with Cisco.
- Kit 'call off' dramatically increased speed of request to delivery, as no quoting or PO raising is needed, and all kit ships from consigned stock.
- Inventory and shipping reporting shows what inventory we hold for the global customer and what products have shipped.



### The outcome

- Risk mitigation.
- Predictability of shipments.
- Equipment arrives on site quickly, avoiding standard lead times and raw material shortages.
- Reduced admin and greater control.
- Reduced escalations to Cisco thanks to the shipping reports and project management from Westcon-Comstor, driving more bulk orders.
- Quicker delivery times avoids global customer delays in quoting and PO raising.
- Improved profit and loss.
- Revenue recognised quicker for global customer sales team.