CASE STUDY
NATIONAL TECHNOLOGY RETAILER

National Technology Retailer

A national technology retailer ramped up all-new repair services and logistics within just 30 days, now handling thousands of repairs each month across a range of nearly 1,700 different models.

The Bottom Line

A national technology retailer wanted to offer repairs for almost 1,700 hardware models for its customers across the U.S. The retailer also wanted to provide customers with hardware during the repairs—and it wanted to bring these services online within 30 days, during the holiday season. DecisionOne was able to act as one central resource to meet the retailer’s needs, even providing OEM logistics when manufacturer services were required. With DecisionOne, the new service handled thousands of monthly repairs almost entirely in-house, with minimal repeat returns.

Challenge

A national technology retailer wanted to provide full-service repairs for PC/laptops, POS equipment, network equipment, handheld devices, and other hardware across the U.S.

Several service providers throughout the U.S. could help the retailer meet its needs, but the retailer wanted to use one multi-vendor service (MVS) resource—and it wanted to provide onsite maintenance, in-house depot repair, OEM repair logistics, and advanced exchanges.

Advanced exchanges would be especially tricky since the retailer did not have enough buffer stock of devices to supply those exchanges. But the most challenging problem was the timeline: the retailer wanted to have the repair service up and running within 30 days from the contract signing—during the busiest holiday shopping season.
Solution

DecisionOne offered the range of skills and capabilities to help the retailer meet all its goals under one roof—with ready availability that also meant the retailer could meet its deadline.

The DecisionOne solution provided:

- **certified technicians**, with CustomerONE experts who provided MVS repairs for the complete range of products
- **repair depots**, with ServiceONE™ centers where repairs could be performed
- **OEM logistics**, with AssetONE™ tracking and delivery for devices that required OEM repairs
- **hardware inventory**, with ServiceONE™ centers to supply customers with advanced exchanges
- **complete integration**, with DecisionOne serving as the central contact with technicians and services for field, depot, and OEM repairs with advanced exchanges

Results

The retailer successfully ramped up its capability to provide thousands of comprehensive multi-vendor services (MVS) and logistics within 30 days—and for every month after that. Over the first year, technicians were able to address almost every issue, minimizing the number of OEM repairs required.

With DecisionOne, the retailer achieved:

- **97% of MVS brought in-house** within the first year, with service performed by DecisionOne
- **less than 1% verified repeat return rate** attained and maintained
- **more than 6,100 monthly shipments fulfilled** on average
- **more than 1,700 models and 350,000 assets supported**
About DecisionOne

DecisionOne is the largest independent provider of IT infrastructure services.

DecisionOne and our sister company Maintech are part of the Oak Lane Partners family of companies. Together, we offer a wide range of services that make us the go-to partner for hundreds of companies worldwide. Our clients range from small businesses to some of the largest global enterprises.

Founded in 1958, DecisionOne now provides a comprehensive portfolio of services with technicians and spare parts ready at deployment points around the world. DecisionOne has the largest W-2 workforce of any independent IT services provider, providing customized solutions for a diverse range of industries anywhere, anytime.

About the National Technology Retailer

This national technology retailer sells thousands of hardware models and offers support and repairs for customers across the U.S. onsite or at support centers.