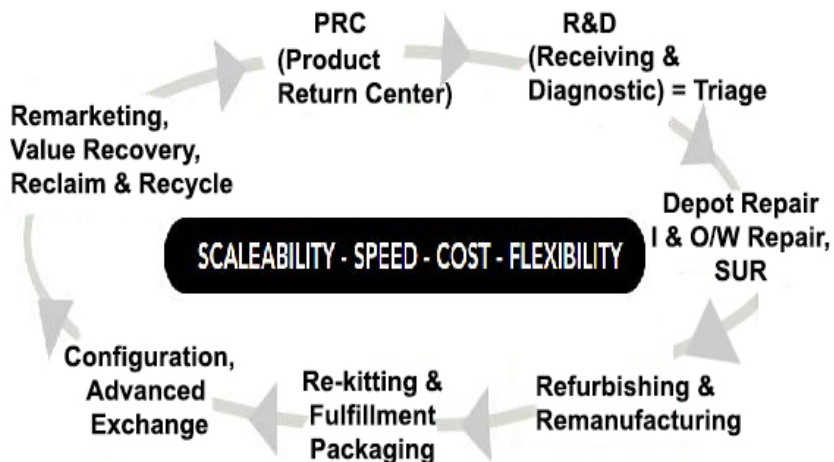


Reverse Logistics – Optimized™



Challenge:

A leading smart home company serving more than 1.5 million customers throughout the U.S. and Canada, dedicated to redefining the home security marketplace with intelligent products and services wanted a better solution for customer returns and repairs. The processes included receiving and tracking the returned unit, testing the product, performing triage, initiating repair, if appropriate, and producing a “like-new-product” ready for use. The entire process was to be tracked, documented and reported regularly to the company. The company needed to find a vendor partner to handle customer returns and repairs, while guiding them through the process.

Solution:

Premier LogiTech Reverse Logistics service center invested time with the client to understand the challenge and identify the gaps in the existing vendor’s solution. The quality engineering department studied the security components to understand the workings of the finished solution in order to respond quickly and appropriately to the company.

Reverse Logistics - Offering

Whether an OEM, Big Box Retailer, Wholesale, Network Carrier, Secondary Market or end-user, Premier's Reverse Team has a proven system for all your requirements. Whether you need a comprehensive reverse logistics solution or a specialized service line, we will customize a program to meet your specific needs and budget.

We specialize in electronics repair and refurbishment to help manufacturers, technology users, service providers, retailers, and logistics professionals reduce operation costs and eliminate high levels of waste by extending the useful life of products. Our advanced manufacturing methods provide fast, reliable repair services for a variety of electronics, including wireless, transportation, wireline, telematics, telemetry, consumer, communication, telecom, IOT and security equipment. We pride ourselves on delivering cost-effective and green returns management solutions.



CASE STUDY

Premier's solution was received and reviewed by the client, who requested a **next-day face-to-face meeting**. They were impressed with the solution proposed by Premier LogiTech as well as their capabilities as spelled out in the RFQ response.

Premier's OPSPRO reverse logistics system provides a step-by-step tracking and analysis of the process from initial receipt and throughout every workstation that touches the product. The tenure of this department provided reassurance that the processes and procedures were refined to provide the best logistical steps for efficient and high-quality repair culminating in a cost-effective return to service of the client products.

In addition, upper-level management attended the out of state face-to-face meeting to reiterate the value Premier LogiTech places on customer relationships.

Client Results:

The client is very pleased with the Reverse Logistics process and the quick return of products to their clients and/or their warehouse. They credit the enthusiasm and fast response of the team to opening the door for this new relationship. They achieved the "better solution" than requested and credit Premier LogiTech in helping them accomplish significant growth in their market.

About the client

The client is a leading smart home company in North America and ranks as one of the most innovative companies in the world. They deliver an integrated smart home system as well as 24/7 customer care and monitoring. Dedicated to redefining the home experience with intelligent products and services, they serve more than 1.5 million customers throughout the U.S. and Canada.



Premier LogiTech
Services & Solutions for Logistics & Technology

511 Royal Lane, Coppell, TX 75019, USA | Phone: 866-591-7546 | www.premierss.com | sales@premierss.com

About Premier Logitech

Premier LogiTech is an award-winning services and solutions provider of logistics and technology. We efficiently integrate with an organization's global supply chain by creating custom solutions that fit within your operations and budget.

We deliver technology simply and effectively. Our team builds tailored solutions that save customers time and money. Our expertise includes sourcing, warehousing, asset management, configuration, fulfillment, onsite delivery, managed services, reverse logistics, recycle, and on-the-spot repair services to keep your products performing flawlessly and without interruption. We always start with your business needs and ensure that your business operations run smoothly long after delivery.

We are a Certified Service-Disabled Veteran Owned Small Business (SDVOSB). We leverage our technology and logistics capabilities to deliver high value service offerings.

