

# DHL Supply Chain Device Lifecycle Management Services

Warehousing, Logistics & Technical Services for Global Internet Search Giant

## Background:



### Customer Challenge

- A global multinational technology company required forward provisioning and returns management of IT equipment & accessories for connectivity and continuity for their workforce during COVID-19.
- High-value IT and end-user devices required secure asset tagging and management with integrated kitting and imaging services.
- Partner/Provider offering high quality and certified solutions for the forwarding, returns, disposal and management of software & devices.



### DHL solution

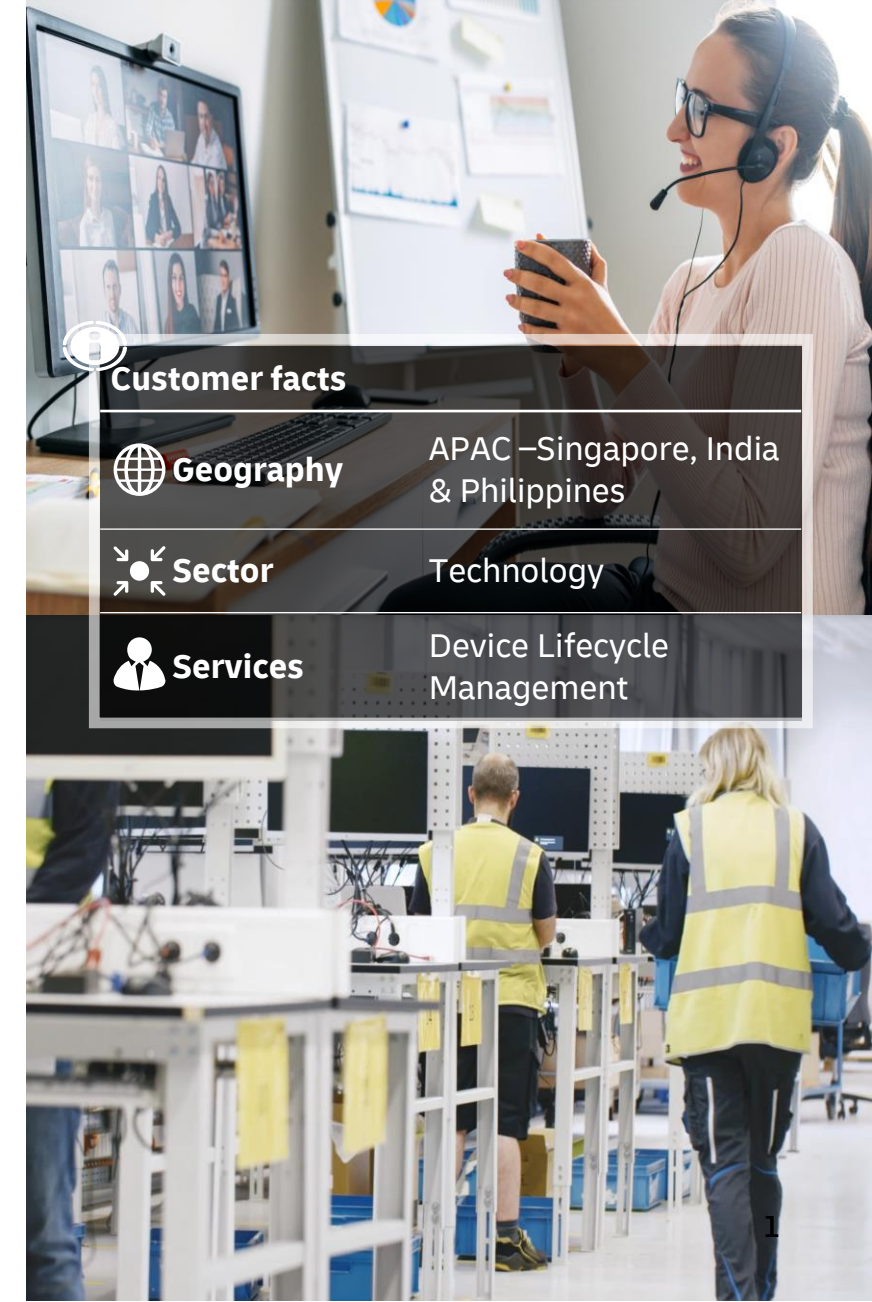
- Fully integrated warehousing, and domestic transport with kitting, imaging and returns management solution.
- TAPA “A” secured warehouse with strong control process and procedures.
- Centralized site in Singapore set as the Regional Distribution Center, to support Asia Pacific countries via DHL Express services.
- Option to set up individual country Field Stocking Location to support employee returns consolidation.
- Option to co-locate with an integrated globally approved repair vendor, for a one-stop solution.



### Customer benefits

- Successfully executed their Work from Home program for employees during and beyond the pandemic.
- Complete implementation of a flexible, scalable, compliant, and secure solution, easy to replicate at all sites and for the growing demand for work from anywhere workforce.
- Improved visibility of throughput via the standard Unified and configurable IT platform SeLECT.

## Case study



### Customer facts



#### Geography

APAC –Singapore, India & Philippines



#### Sector

Technology



#### Services

Device Lifecycle Management