AGILITAS LEADS THE WAY IN PROVIDING IT INVENTORY SERVICES TO SCC FRANCE

SCC France benefits from leading inventory-as-a-service

SCC, the major European IT infrastructure services provider and first private IT group in Europe. required an inventory outsource solution to address the spiralling logistics costs associated with providing spare parts to a large network of end-users across France.

With a wealth of experience supplying inventory services to the French market, and a pre-existing infrastructure network already in place, Agilitas was chosen as the partner of choice to assist the client in creating and managing their outsource venture.

Challenge

The costs and resources associated with managing, storing and handling inventory were detracting the SCC France away from their core business strategy.
As a 24/7 operational business, implementing a solution swiftly with no impact to their current service strategy was paramount. It was crucial that the chosen supplier was able to deliver across the entire contracted inventory within the timeframes provided, such as a 2 hour SLA in place for critical inventory. They also wanted to work alongside a partner that understood the market and could work cohesively in supplementing any new business opportunities.

Solution

A key component of the Agilitas solution was purchasing the client's entire Server and Storage inventory supply. Incorporating the SCC France's stock into their own infrastructure whilst still remaining operational, was the first step in removing the costs and resources for SCC France of managing their own inventory.

As part of the process the Agilitas' logistics department carried out profile exercises of SCC France's existing inventory base to identify and prioritise the stock for transfer schedule. This allowed the smooth transitioning of the inventory without the risk of stock duplication, and interference with their existing service activities. In addition to this, Agilitas also took responsibility for the planning, procurement and stocking of all associated spare parts for the SCC France, to support them in their on-going IT services business across France. The on-going maintenance of the account meant managing the stock levels for high usage parts and enabling the timely replenishment for inbound/outbound inventory.

To meet SCC France's objectives and short integration time the Agilitas Bid Support and Business Take-On (BTO) team worked to expand and restructure their existing French logistics network in order to cater to the client's vast end-user inventory base and ensure the delivery of parts within SLA timescales. This involved evaluating the logistics market to procure a larger network of trusted and reliable French partners who added value, coverage and flexibility of their distribution.

To enable service levels to be closely monitored and maintained, Agilitas implemented an on-site video conferencing suite for ease of communication between the UK and French service desk teams. This allowed both parties to discuss reports, escalated cases and any other service related issues on a regular basis. Further to this, and in order to fully accommodate the client's requirements, Agilitas recruited French-speaking personnel to join their existing customer support team. This overcame any potential communication barrier between the two firms, and enabled Agilitas to easily produce French communication material and supporting collateral.

Overall benefit to SCC France

Through outsourcing the inventory to Agilitas, SCC France was able to relinquish ownership of 18,000 stock items, including aged and defective inventory, therefore saving warehousing, logistics and stock control costs.

Alongside the inventory service offering, Agilitas provided the client with 24 x 7 access to remote technical assistance which would therefore increase their first time fix levels – a core service benefit that increased customer satisfaction. The expansion of the logistics network in France meant Agilitas was able to deliver across the entire contracted inventory within critical timeframes, in order to successfully deliver to SCC France's SLA targets.

With over 25 years of experience in planning and procuring in a reactive marketplace, SCC France had full confidence in Agilitas' ability to deliver a cohesive service strategy that would aid the client in achieving business growth. Since Agilitas manages the SCC France's entire service strategy, it gives them more flexibility to chase up business opportunities and invest their resources on aspects of the business that really enhance their service proposition.

In Agilitas, SCC France managed to secure a partner that listened to their needs and could adapt to changes in the service landscape and offer an industry leading service managing their IT inventory.

Shaun Lynn, CEO, Agilitas IT Solutions

" Growing logistics costs, in terms of manpower, maintenance, storage and control of IT inventory, were detracting SCC France from its core business activities. While it was important for us to provide a solution that could be effectively implemented, with clear cost benefits, more crucial was our understanding of SCC France's business and ability to listen to their needs and adapt to changes in their business.

From the recruitment of French speaking personnel to seeking new logistics partners that could guarantee SCC France's SLA constraints, service was at the forefront of our minds throughout the project. The experience, expertise and understanding of our team were the real enabler of the project's success and SCC France's ability to focus on their core business with confidence and peace of mind. "

Alain Brunard, Directeur Production Maintenance, SCC SA

" For many years Agilitas has been a trusted supplier of quality spare parts for SCC Services France. As a result of their excellent track record, SCC decided to significantly increase their business with Agilitas within the last 12 months by entrusting the care of supplying necessary spare parts to support the maintenance contracts across the SCC Services France install base for Server, Storage, and Networking.

After an in depth analysis of inventory and SLA figures, SCC and Agilitas started a collaborative project, including Agilitas taking on SCC's existing stock and assuring at the same time the replenishment, availability, and delivery of these spare parts for the SCC account. After many months delivering the service, SCC can appreciate the efforts and rigour deployed by Agilitas in order to move closer to contractual objectives.

We can equally appreciate the technical competence provided by Agilitas to support specific operations and form a few collaborations. The finalisation of a Services Pricebook should permit SCC to have the power to construct more competitive offerings and this in turn will be quicker for our Pre-Sales collaborators. "