



DATA SHEET

# Global Logistics

Nobody wants systems to malfunction or fail, but the reality is that technology isn't perfect and sometimes these things happen. When they do, your customer will look to you for support services that will allow them to get back up and running as quickly as possible. No matter how great your solution is, and how well you delivered it, you have to keep your customers happy. And to perform exceptional service delivery on a global scale, you need dedicated focus on logistical planning and movement, both proactive and reactive.

Finally, delivering great service doesn't have to distract you from growing and developing your product portfolio. Source Support Services can take on the responsibilities of your global logistics, so you can focus on what is most important.

We recognize that you don't want to hinder your growth opportunities by restricting your ability to expand logistical support to meet your customers' demands. We make it our goal to provide high-quality, cost-effective global logistics services and expertise that you can deliver as part of your services portfolio.

Our global logistics services for compute, storage and network solutions include:



## PARTS LOGISTICS & PLANNING

For services like parts delivery, stocking, repair and testing. This also includes our forward stocking locations and distribution center.



## ASSET RECOVERY

Including RMA management and asset disposition

Source's dedication to high service quality across the globe ensures that your customers will always receive the best assistance possible on your behalf. Our approach offers flexibility to match your preferences, thereby enabling you to present your organization and its capabilities in global scale at a fraction of the cost and time it would take to build your own global logistics service program.

## Parts Logistics

Over 700  
FSLs



Technology, with its many components and pieces, can require so many various shipments around the globe. It requires almost constant attention to keep track of everything: printing out shipping labels, tracking shipments to be sure they arrive on time, arranging for pickup, trucking or courier services, proactively working with customs in various countries to ensure there will be no delays, and the list goes on. Dedicating members of your existing team to manage these tasks is costly to your growth, and hiring and developing a new team can take many months.

Over 100  
Countries



At Source, we do everything we can to get parts wherever they need to go as efficiently as possible. We have 700+ stocking locations in over 100 countries, meaning we have the ability to get parts where they need to go quickly and reduce the risk of potential downtime. For international shipments, our trade and compliance experts ensure that parts shipment within each country is compliant with local laws, minimizing any issues that can result in delays. Whether your parts are going straight to your customers, directed toward a forward stocking location local to their sites or arriving at our Repair Depot in Atlanta for repair or testing, we ensure that each delivery is carefully managed so your customers get the parts they need in a seamless, high-quality manner.

Our Parts Logistics services include:

### Parts Delivery

- Our standard delivery services levels from our distribution center or forward stocking locations include 4-hour, same day or next business day worldwide. If a situation arises where you need to move parts across the country rapidly, we can provide a premium expedited delivery service such as a next-flight-out shipment.

### Distribution Center

- Source maintains a facility in our global headquarters office near Atlanta, Georgia, to organize and distribute your equipment worldwide. This location also houses our Repair Depot, which provides parts repair and testing services.

### DC Locations



## Parts Stocking

- We will work with you to plan for parts stocking, replenishment levels and/or repositioning.

## Forward Stocking Locations

- Based on your expectations, Source will work with you to stock parts in any of our 700 available locations around the globe so those parts are always near your customers when they need them the most.



## Parts Repair

- We accept parts shipped to our Repair Depot, where they can be cleaned and repaired.

## Parts Testing

- Our parts testing services are in place as a preventative measure for items like batteries and power supplies, so your equipment is always ready when you need it.

## Asset Recovery

The nature of technology is that it is always evolving. If your customers replace a defective part or update and upgrade their equipment, Source wants to ensure that you recover the used assets. Our Asset Recovery services help you maximize the value of your equipment and avoid waste. We can return products to you, repair and test them, send them directly to the manufacturer or even recycle those parts, all while ensuring that the value recovered returns directly to you.



Our Asset Recovery services include:

### RMA Management

- Source can return a defective part to either you or the original manufacturer to claim it defective or return it as a usable part for future repairs.

### Asset Disposition

- Source offers recycling services to help you maximize the value of your equipment.

## Track and Manage Your Global Logistics Services

### Source Central

Source Central is our powerful software platform that unifies and automates our capabilities and delivery processes and provides real-time visibility for our partners and the services they use with us. We use Source Central to log case notes, locate and dispatch Source Techworks resources, dispatch and track parts and post real-time status updates as each service event progresses. This platform enables us to manage service engagements every step of the way from a single pane of glass, thereby increasing our efficiency to deliver services for your customers.

#### Log Case Notes



#### Locate & Dispatch Techworks Resource



#### Dispatch & Track Parts



#### Real-time Status Updates



By bringing all of Source's people, process and technology capabilities into one automated view, you're not burdened with managing disparate partners, interfaces and processes. As a result, you can reduce overhead costs and deliver quicker, higher-quality customer service. Once integrated into Source Central, service events can be handled at a system level so you can dispatch, track and manage every service that Source provides. This level of integration keeps us in sync, removes human error and keeps you informed every step of the way. It also keeps us informed of any updates or needs that your business requires.

**Source Central enables us to manage service engagements every step of the way from a single pane of glass.**

Source knows how difficult it can be to create and support consistent logistical services for your customers and deliver those services all across the globe. With our 700+ stocking locations in over 100 countries, you don't have to worry about setting up your own presence around the globe to get shipments to your customers. And with Source Central, you have the ability to track and manage every movement so you can be sure we deliver the best possible service for your customers.