

Case Study

National Contractor Client

Challenge

Client's customer was a national retailer with over 2,000 locations with legacy BAS/EMS equipment and needed parts support on a national scale. Client faced competition and needed to strengthen their customer relationship. Client needed a streamline solution for ordering and warehousing for their field technicians.

Our Solution

Product Support

- We created support for catalogues of Novar Logic One, Novar Opus, Danfoss, and Emerson Climate legacy devices.
- As a supplementary service, we also supported client with new replacement sensors.
- All refurbished products shipped with full (1) year warranty from date of shipment. All sensors shipped with a (2-5) years manufacturer warranty.

Warehousing

- We created a Finished Goods inventory, which included ready-to-ship units based on customer install-base.
- To maximize facility uptime, all replacement units were shipped same day, next day air.
- After defective field units replaced, client was responsible for returning defective cores back to replenish client inventory.

Results

- 4+ years of continued legacy product support
- 4,943 legacy units shipped to store locations
- \$2.2+ million saved in upgrade spending
- 50% decrease in facility downtime due to equipment failure for supported products
- Improved client relationship with their customer as the #1 contractor for stores.