

Supply Chain Success Story!

Smartphone Manufacturer Calls Logistics Plus to Overcome Long-Distance Supply Chain Challenges

THE STORY

When a leading global technology manufacturer of smartphones needed to address challenges within its global supply chain, rather than simply *phoning it in*, they put Logistics Plus on *speed dial*. With Logistics Plus as an extension of its team, the manufacturer reduced retailer chargeback penalties by 50%, was able to scale up volumes for large-scale promotions, and enabled them to focus on overall business growth strategies rather than supply chain operations.

THE HIGHLIGHTS

- A leading global technology manufacturer of smartphones secured Logistics Plus to manage a pilot program to help with upcoming product launches requiring strict three-day delivery windows.
- The manufacturer had been dealing with ongoing transit delays resulting in expensive chargeback penalties, lack of shipment visibility, no escalation procedures for delayed shipments, and managing large-scale promotional volumes.
- Logistics Plus deployed a team of operationally-ready experts who were ready to service the client's needs without training. It quickly set up a tech-enabled global supply chain control tower to provide shipment visibility and quickly identify delayed shipments.
- Carriers were proactively monitored with standardized SOPs for the real-time re-routing of delayed shipments.
- Logistics Plus facilitated the delivery of over one million units to 12 locations for a significant big-box retailer within one week while reducing chargeback penalties by 50% (over \$5M in savings).
- Logistics Plus would scale its dedicated support team from three to nearly 100 individuals strategically located worldwide.
- The client now focuses on global growth strategies and oversight, leaving much of the supply chain operations to Logistics Plus.

Creative Solutions for Unique Challenges.

Global Logistics + So Much More!



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