



DATA SHEET

24x7 Global Logistics

Beyond the burden of launching or scaling parts planning, inventory, parts movement, and asset recovery services, many technical product manufacturers are challenged to manage multiple proactive and reactive logistical movements to realize exceptional service delivery. International sales increases the complexities of logistics management with the addition of Global Trade requirements needed for each country. It can be intimidating to manage the complexities of Global Trade, particularly for businesses that have little to no experience with international logistics management concerns. In addition, logistics is only one portion of the support lifecycle for your products but they are a critical component of many service events. If parts movement and on-site support services aren't handled in tandem – via a centralized system and process – service engagements are in danger of becoming fragmented. With so many pieces to manage and plan, balancing time and resource availability to manage multiple logistical movements alongside your other business concerns quickly becomes a cost management challenge.

Fortunately, Source Support Services provides a managed logistics services solution with a personalized, hands-on approach to manage or augment your global logistics team, so you can focus on what is most important for your business. We proactively monitor and oversee your tactical logistics processes to avoid delays and provide a seamless support experience for your customers. Our logistics management team averages more than 10 years of experience in international logistics management and will help you successfully navigate the complexities of Global Trade. In addition, Source's scale and network of preferred partners reduces the burden of building and managing your own global logistics program.

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 managed global logistics services solution includes:



PARTS LOGISTICS & PLANNING

Including parts delivery, planning & stocking, and physical inventory. This also includes our global forward stocking locations and distribution center.



PARTS TESTING & REPAIR

Including systems testing, software/firmware upgrades, mechanical upgrades, staging, reimaging, scrapping, and more



ASSET RECOVERY

Including RMA management and asset disposition

Parts Logistics & Planning

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 so 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.

At Source, we do everything we can to get parts wherever they need to go as efficiently as possible. We have 900+ available forward stocking locations around the globe, meaning we can 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 returning to Source's Distribution Center as part of the asset recovery process, we ensure that each delivery is carefully managed, so your customers get the parts they need in a seamless, high-quality manner.

**Over 900
Available FSLs**



Our Parts Logistics & Planning Services Include:

Distribution Center

Source's Atlanta-based distribution center simplifies global expansion, inventory and cost management. From this site, we organize and distribute equipment worldwide, and provide off-hours availability for urgent shipment needs.

Forward Stocking Locations (FSL)

Our 900+ forward stocking locations (FSLs) help reduce transportation costs and ensure 4-hour SLA achievement, even in remote locations. Proactively distributing inventory in strategic locations local to your customer's site enables faster delivery and reduces the risk of potential downtime. Our trade and compliance experts make sure the parts shipment within country is compliant with local laws, minimizing any issues that can result in delays.



Parts Delivery

Source can provide same-day and next-business-day parts delivery all around the globe. Parts can be shipped from our Atlanta-based Distribution Center or from any of our 900+ forward stocking locations around the world. As part of our premium expedited delivery service, we can also arrange courier delivery and pickup for a next-flight-out shipment for any mission critical support needs.

Physical Inventory

To help our customers keep track of their equipment stored in our distribution center and forward stocking locations, we provide weekly cycle counts and an annual physical inventory count. The results of each inventory count are then reported in the format and style requested by our customer.

Parts Planning & Stocking

Source's parts planning service includes the organization and coordination of parts availability, movements and distribution to support optimal spare part quantities in stocking locations around the world. Preventative stocking ensures that replacement parts are always readily available, whether they are stocked in our Distribution Center for quick shipment or already housed at

the end-user's site. Source also knows that customer site locations and inventory needs may change, so we can also assist in determining replacement levels, relabeling parts and adding a barcode for tracking ease, and repositioning equipment around the globe.

Parts Testing & Repair Services

Source provides OEM authorized parts screening, repair, and testing services through our global parts repair facilities. Our local and regional repair team manages a wide spectrum of repairs to help our customers improve lifecycle management and reduce shipping costs and delays. Our capabilities include business-to-business proactive testing solutions, technical staging and repair and end-of-life erasure and scrapping services. Depending on location, services we offer include:

- Initial Screening
- Systems Testing
- Firmware/Software Upgrades
- Mechanical Upgrades
- Staging
- Re-Imaging
- Failure Analysis
- Scrapping

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

To enable our customers to keep a competitive edge, Source provides a cost-effective solution by offering a repair-only warranty. Within the Return Merchandise Authorization (RMA) procedure, the product may be returned to the original manufacturer where they will have the opportunity to either claim the part defective or return as a usable part for future repairs. This process eliminates the need to constantly purchase new product and improves customer satisfaction.

Asset Disposition

Based on customer preference, Source can dispose of obsolete or unwanted equipment in a safe and environmentally responsible manner. Our streamlined disposition process helps customers maximize the value of their 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 across the globe. With our 900+ stocking locations around the globe and with Source Central, you can track and manage every movement so you can be sure we deliver the best possible service for your customers.