



UK Reverse Logistics Service

The Client:

USRobotics is synonymous with reliable, easy to use, high-performance dial-up modems. Those key characteristics continue to be infused into USRobotics' expanding line of high-speed broadband and ADSL connectivity products for the home, home-office, and small- and medium sized business.



The Problem:

Our Client was based in the Netherlands and provided a reverse logistics and consolidation centre network across Europe for a specific Client, and were experiencing problems with their UK operation, which was outsourced to a logistics supplier.

The return volumes were too low to gain sufficient interest of the existing supplier, and so we were tasked with finding an alternative provider who could meet the service levels within an acceptable cost structure.

The results:

Our nominated supplier became a direct supplier to our company, and we provided the consolidation service to our Client on a per transaction fee basis.

The service level achievement was within the Clients SLA targets and costs were maintained to avoid any commercial problems for our Client.

Our approach:

We started by understanding the existing service model and service level agreements. A detailed process map of the operations required to be performed for each return device were understood and documented. We interviewed a number of small to medium sized logistics service providers who had experience in managing reverse logistics flows. A short list of suitable candidates were identified and after a series of qualification assessments, we selected one provider. We then managed the installation of the equipment, training of the staff and managed the provider as a managed service for our Client.



For more information, please contact us.
The Service Business Ltd
Tel: +44 (0)121 635 5745
Email: info@theservicebusiness.com
Web: www.theservicebusiness.com