

ELECTRONICS

SAMEDAY

CASE STUDY | Parts Recovery

PROBLEM:

Hewlett-Packard (HP) has thousands of service contracts in over 800 service markets throughout the world. What's more, HP's team of expert technicians are equipped to meet the company's commitment to those service contracts through maintaining equipment, installing displays and replacing faulty or end of life printers, flat panel TVs, laptops, desktops, docking stations and more. Yet what if there was a way to satisfy service contracts while also creating cost-efficiencies? What if there was a way to deploy an outside team of support technicians that can match the level of quality that HP guarantees to its customers and get it done quickly, expertly and reliably? Enter DHL Same Day's Technical Courier Service.

SOLUTION:

DHL Same Day is a true extension of the HP team. Our tech team is not only capable of delivery, pick up and recovery, but the team is also trained to handle the actual installations. Well, what does that mean? It means our couriers have the skills to set up printers, laptops, desktops, and more; plus handle all of the required testing that goes along with setup.

By using our Tech Couriers, HP has achieved significant savings by freeing up their own expert technicians for critical work elsewhere.

Now let's talk about recovery. This makes up a significant portion of service events, and one that bears huge financial implications for HP should recovery of defective parts be compromised in any way. Some parts run in excess of \$2,000 apiece, and there exists a potential threat of fraud. HP relies on DHL Global Same Day to successfully take custody of faulty parts and return them safe and sound to HP – thus reducing the company's exposure.

Logistics of returning parts just happens to be one of the things DHL Global Same Day does best. Since 1996, our role has been to partner with and assist HP in delivering and installing new lease assets, as well as to recover end of life assets from multiple customer locations. It's a role we cherish and where we continually add value.

RESULT:

Just as we do with all our clients, DHL Global Same Day brings maximum value to HP, every day. DHL Global Same Day tech couriers free up costly high-level technicians. Our on-time service performance is 99 percent or greater (no kidding). And we have the flight, ground and technical expertise in place to handle everything from paperwork, logistics, packaging and shipping to installation and recovery. **With DHL Global Same Day by their side, HP can rest easy.**

Customer Response: DHL Global Same Day does it all. Our customers don't even need to package anything up. The tech couriers arrive, set up, take possession of defective assets and then prep those assets for secure delivery back to us. It's that level of trust and confidence that has made, and continues to make the HP + DHL Global Same Day partnership a successful one.



About DHL Same Day:

A subsidiary of DHL Express, DHL Global Same Day has more than 30 years of experience in Next Flight Out, Hand Carry, Charter and Dedicated Drive delivery. Its global network provides superior service and local knowledge necessary to satisfy emergency shipping requirements.

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