

# Logistics Management

*Technology On-Hand*



No matter what industry, **businesses nationwide need technology on-hand in case of parts failure, or new technology available to support growth.** This creates a need for inventory and logistics management, which can consume considerable time and resources.

## **Technology Anytime, Anywhere**

Essential realizes the importance of having spare parts and new hardware available when and where you need them, so we formed a partnership with FedEx, which has given us access to one of the strongest and most efficient transportation systems on the planet.

Utilizing a network of 150+ forward stocking locations (FSLs), Essential is able to offer customers same day service levels on all parts.

Essential also retains a central stocking location (CSL) in Lewisberry, Pennsylvania, roughly 30 minutes from our corporate office. This location allows us to offer next business day service and fulfillment levels. In addition, the CSL offers several additional services to meet the unique needs of customers with

projects and deployments including full configurations, staging, imaging, and reverse logistics.

Inventory management is often a top concern for nationwide companies, and rightfully so. Many companies, including Essential, are held to specific customer SLAs. When SLAs are missed, reputations can be damaged and business can be lost, making robust inventory management and logistics of utmost importance.

When considering who to partner with, look no further than Essential. Our Managed WorkForce® solution combines the best of service desk, certified technicians, program management and logistics to provide a unique solution to the services you need, when and where you need them.

## **Service Differentiators**

- » 24x7x365 U.S.-based Technical Assistance Center (TAC)
- » Established Managed WorkForce of vetted field techs servicing every zip code in the U.S. and parts of Canada
- » Service options – 24x7x365, same-day, next-day or depot repair
- » Average 25,000+ service events per month with 95%+ SLA attainment

## **Central Stocking**

- » Based in Lewisberry, PA
- » Next Business Day service
- » Customer consigned inventory management
- » Full configuration, staging & imaging
- » New hardware ordering portals
- » Reverse Logistics

## **Forward Stocking**

- » Strategic alliance with FedEx Critical Inventory
- » 150+ Locations
- » Scalable to 300+, on demand
- » Optimized sourcing location & mode of transportation
- » Monitoring, delay detection and recovery
- » Escalation management
- » Order processing
- » Proactive alerts/event notifications