TEMPEST ASSET MANAGEMENT AND LOGISTICS

Embedded Repair - Technology Transfer

Goal

Reduce operating costs and increase efficiencies on out of warranty non-working equipment as well as equipment harvested from the network needed for redeployment across the customer's maintenance and expansion needs.

A Tier 1 US National Operator was looking to reduce costs and gain efficiencies in the repair of their out of warranty network equipment. They also wanted to re-use the large amounts of equipment being harvested from their network but needed an efficient solution for the test and repair of these products before redeployment. Their goal was to gain visibility and precise tracking of these assets, reduce freight and transportation costs and improve turn around time (TAT) for quicker availability of these essential spares for both expansion and spares.

Tempest Delivers a Solution

Tempest Telecom Solutions partnered with the National Operator to provide a repair solution on their out of warranty equipment with significant savings as compared to the OEM pricing in place. To meet the broader goals Tempest worked with the Operator to establish an on-site, embedded repair lab located at the National Operator's central distribution center (DC), which also housed their reverse logistics program.

A technology transfer plan was established by Tempest whereby technicians were hired and fully trained at Tempest's own repair facility before being deployed at Operators DC Facility. Technology repair benches and test equipment were deployed to the central DC so that the returing trained technicians could perform the work in-house. The customer-based central DC team remained under the management and technical direction of an Onsite Tempest operational leader to ensure quality, yield and the continuation of training as

With a Tempest's dedicated Embedded repair program in place at the National Operator's centralized DC, markets across the country were able to send all their defective parts to a single processing warehouse where, after OEM warranty verification, any out-of-warranty eligible components were repaired onsite. Upon repair and testing, the central DC processed shipments back to the originating market, leveraging existing processes for the return and repair of faulty equipment across the United States, improving ship times, reduce transportation costs and gaining visibility and tracking of the equipment. Reporting became more transparent as repair status was available at all stages of the process.

The onsite idle network assets were also efficiently repaired, tested and redeployed as needed back into the network, reducing costs of purchasing new spares.

After the initial successful technology transfer, Tempest and the Operator worked together to add new technologies as additional products were harvested or came off of OEM warranty, the National Operator desired to expand the inhouse.

Conclusion

Tempest's ability to set up a high quality, 3rd party, multi-vendor network repair solution onsite at the customer's centralized logistics center saved significant operating expense dollars, with lower cost repair than the OEM, reduced freight costs and re-use of decommissioned assets. The solution also increased efficiency and reduced lead times by improving TATS and SLA's and providing easy access to the customer of the visibility and tracking of the repaired equipment status and availability.

For a full list of Tempest Repair capabilities and Embedded Repair services as well as additional customized logistics solutions, please visit https://www.tempesttelecom.com/logistics/ or contact Tempest at 805.879.4800 today.

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To request a quote or speak with an asset management and logistics specialist contact us today:

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