

## Case Study Worksheet

**Client:** IBM/ Loblaw

**Topic:** Configuration

### Situation

Our Client, a global information technology services organization, required an organization that could design and implement an integrated supply chain model to support a major North American information technology upgrade project. The supply chain needed to incorporate secure, time sensitive transportation planning and execution, inventory management, warehouse management, software and hardware configuration, production scheduling and reverse logistics. The delivery of the configured products to the site was a critical component of the overall process orchestration.

### Challenges

A supply chain model of this complexity and scale required Apple Express, our client and our client's client to collaborate extensively to ensure we successfully executed all of the equipment upgrades throughout North America. The project plan and implementation required extensive resource and process flexibility due to timeline compression. Whether that was a simple delivery date change or a change to a software protocol in the configuration services, change was routine and required to be controlled in order to meet our client's project budget, on time performance expectations and commitment to quality.

### Actions

Recognizing the significance of this supply chain effort, Apple Express and our client worked collaboratively to form and operate a multi organization program management team. The dedicated management team led the development of the management plan to ensure success. In doing so, this team also ensured change control was managed to maintain compliance to quality and consistency in delivering the project throughout all organizations.

The client leveraged our flexible, multi-disciplinary, Configuration Centre operation to minimize onsite install time by pre-staging and packaging equipment.

With our extensive logistics experience, Apple Express developed and executed a logistics model that accommodated the requirements of our client. This included maintaining and orchestrating a suite of transportation options offering the client with a most economical option while still meeting their onsite requirements.

### Results

The investment in dedicated, professional staff combined with the rigorous management process, measurements and technology, ensured that the client project was successful.

#### Key Performance Actions and Statistics:

- Over 70,000 components processed with an end-to-end accuracy of 99.8% during the 6 month project
- Logistics management of over 200 tons of equipment
- Lowest cost transportation mode selected 83.0% of the time while exceeding the project's 98.0% on time SLA
- Due to the project demands custom critical logistics management conducted with a 99.8% on time performance

As a result of this project, Apple Express has invested and developed a competence in configuration services. Our company has developed a state of the art centre, which can provide scalable configuration services to meet all of our client's business requirements. Our company's configuration centre is staffed with trained information technology professionals and equipped with state of the art infrastructure, allowing our team to serve the diverse requirements of our clients.