



SUPPORTING MISSION CRITICAL DATA GLOBALLY:

Case Study for Quantum Corporation

▶ BACKGROUND

Quantum Corp. is a leading global storage company specializing in backup, recovery and archive. Quantum provides a comprehensive, integrated range of disk, tape, and software solutions supported by its world-class sales and service organization. The company works closely with a broad network of resellers, original equipment manufacturers and other suppliers to meet its customers' evolving needs.

▶ CHALLENGE

As a global provider of data protection and management solutions for some of the world's leading companies in a variety of industries, Quantum is responsible for meeting both its customers' immediate needs and supporting ongoing growth. To satisfy these stringent customer demands, the company offers premium support for service level agreements (SLA) ranging from four hours to the next business day. Quantum needed a service parts logistics partner with the expertise and scope to help meet their SLA commitments and continued international expansion requirements.

▶ SOLUTION

With a worldwide footprint in North America, EMEA, and APAC, Quantum enlisted Choice Logistics because of the company's technology and expansive global network to manage their service part logistics operation. Choice worked closely with Quantum to develop a customized plan for service parts management, utilizing 185 of Choice's approximately 380 strategic stocking locations (SSLs) to meet the challenge.

Choice's capability to provide a real-time, single global view of Quantum's install base parts usage helped them make strategic inventory stocking decisions, which resulted in significant capital expense reductions. The flexibility of the system complements Quantum's internal operations, so that the fulfillment process is further refined on an automated basis. By adapting Choice's processes throughout their entire global organization, Quantum has the same visibility regardless of region.

CUSTOMER QUOTE

"Choice facilitated our ability to scale our service parts operation and achieve the global reach we needed,"

"And, Choice's flexibility to develop processes that meet Quantum's unique needs and foster our customized approach can't be matched."

Steve Baum

*Senior Director of Repair Operations
and Service Logistics
Quantum Corporation*

Quantum™

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► RESULTS / BENEFITS

By partnering with Choice, Quantum was able to expand support for its current customer base, broaden new business outreach and pursue expansion goals. This was made possible by Choice's sophisticated technology, sound network and unprecedented cycle count accuracy, which resulted in vastly improved on-time performance internationally.

To help further optimize parts availability, Quantum takes advantage of Choice's auto replenishment programs and services, which restocks parts as they leave SSLs, or whenever pre-set minimum inventory levels are reached. Plus, Choice's Call Center can process orders via phone or electronically, to create additional efficiencies. A high-level of interaction and collaboration between Choice and Quantum helps ensure that Quantum's worldwide operation runs smoothly and parts are where the need to be and on time, every time.

For almost a decade, Quantum has relied on Choice as its primary service parts logistics partner for their superior technology, reliable infrastructure and stable international network that helps them succeed in a highly competitive global marketplace. As a result, Quantum plans to expand and strengthen its relationship with Choice as the company continues to grow.



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