



Office Depot

Office Depot was founded in 1986 and is one of the world's largest sellers of office products through every distribution channel, including stores, direct mail, contract delivery and Internet and business-to-business electronic commerce in 23 countries.

Up and running data collection equipment is vital for Office Depot to ensure all packages are delivered to the right location on time. Office Depot needed a company who could manage its current repair contract for Intermec 760 units. More so, they needed a partner that could guarantee a reduction in repair turn

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around times and who, importantly, could work as an intermediary and manage communication between itself and the manufacturer.

"Equipment downtime was putting pressure on our drivers and increasing paperwork. We needed to better manage the servicing of the units to prevent impact on Service Level Agreements (SLAs). Office Depot depends on the reliability of its Intermec data collection units; they are critical to business operations", explained Andy Renshaw, Transport Systems Manager, Office Depot. "However, with so many depots, the communication with our supplier was difficult to manage. We needed a repair partner who could bridge the gap between manufacturer and depot". Office Depot contacted Ryzex, a leading provider of affordable and reliable new and refurbished automated data collection (ADC) solutions.

Ryzex's provision of maintenance support for barcode equipment is part of a wider package of FullUse® lifecycle solutions designed to put its customers first. The comprehensive nature of the Ryzex FullUse® offering coupled with Ryzex's global relationship with Intermec and numerous high quality industry references, meant Ryzex was the obvious choice.

Based upon Office Depot's usage requirements and the high risks associated with equipment downtime, Ryzex proposed an Advanced Emergency Exchange option with a guaranteed next day swap out, with buffer stock held at its warehouse facility in Chippenham, UK.

"The repair solution has shown an immediate improvement. Proof of delivery (POD) is key to our customer's SLA's so with equipment downtime no longer an issue for our drivers, there is less paperwork to be completed and more accurate transactions", commented Andy.

"With Ryzex's industry knowledge and expertise, they have made the transition seamless. Constant uptime of units is critical so the solution has made a visible impact on the business. We are delighted with the service we have received", concluded Andy.

For further information, please contact: www.ryzex.com

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