"With QAD Precision, iQor tripled their shipping volume, improved shipment visibility data and reduced their shipment processing costs by an estimated $1.8m per annum."

## A BPO PRODUCT SOLUTIONS COMPANY

### THE COMPANY: iQor

iQor Inc. is a global managed services provider – the only one in the industry that is embedded in the flow between product, people and services, from point of customer acquisition to sustainable recycling.

| HIGHLIGHTS | |
|---|---|
| **Headquarters** | St. Petersburg, Florida |
| **Industry** | Business Process Outsourcing |
| **Products** | Customer Care, Product Support Solutions, Data Analytics |
| **QAD Precision* Solutions Utilized** | QAD Precision Transportation Execution; QAD Delivery Exception Management; QAD Precision Global Trade Management; QAD Precision Trade Compliance |

For product support services alone, iQor's workforce includes over 12,000 employees, located in 30 sites around the world, providing end-to-end reverse supply chain solutions to major product markets including media, telecom, consumer electronics, healthcare and more.

### THE CHALLENGE: MANAGING ESCALATING VOLUME AND INTERNATIONAL REQUIREMENTS WITH A LEAN AND CENTRALIZED OPERATION

iQor needs to be responsive, adaptable and accountable to multiple OEM companies like Cisco Systems, Hewlett Packard and Nokia whose end customers are based in all corners of the world. Add to that a rapid expansion into Asian and Eastern European markets and one can see how logistics is an important element in iQor's overall supply chain operations.

"Being able to quickly provide logistic services within and to a larger set of countries around the world is in high demand from our customers," says Erik Carlson, Vice President of IT for iQor.

iQor needed a single global transportation system that was flexible and could support their new transportation business model, international demands, as well as keep up with existing and new customer programs.

### THE SOLUTION: CENTRALIZED SYSTEM SUPPORTS BUSINESS GLOBALLY

iQor chose Precision Software (QAD Precision)* for its agile transportation management system that could be centrally located, globally deployed in a rapid timeframe and integrated into their existing repair, WMS and custom systems.

The QAD Precision solution is implemented in a web browser and service-oriented architecture (SOA) to support iQor's growing shipping needs, as well as providing user-friendly options to handle last-minute changes, voids and end-of-day processing.

Because QAD Precision is approved and certified with an extensive carrier network worldwide, iQor is able to process shipments using USPS, UPS, FedEx and DHL/Airborne as well as automate unique carrier offerings and shipment processing options to further meet their international operational requirements.

## RESULTS

**INCREASE IN SHIPMENT VOLUME (X3)**

**CONTROL PROCESSING COSTS AS VOLUMES INCREASE (ESTIMATED $1.8M USD/YEAR HIGHER COST IF USING PREVIOUS SOLUTION AT CURRENT VOLUMES)**

**AUTOMATION OF CARRIER, COUNTRY AND SERVICE-LEVEL OFFERINGS**

**EFFICIENT AND LEAN LOGISTICS OPERATION**

**CENTRALIZED AND SCALABLE SYSTEM FOR CONTINUED GROWTH**

**IMPROVED SHIPMENT ROUTING THROUGH LEAST COST CARRIER**

**IMPROVED THE VISIBILITY OF SHIPMENT DATA**

**ALLOWED FOR FUTURE ENHANCEMENTS TO THE SYSTEM**

## THE BENEFITS: SIGNIFICANT SAVINGS AND EFFICIENCY GAINS = COMPETITIVE ADVANTAGE

iQor saw a clear return on their investment within months. Most notable was the decrease in processing time per shipment - from 90 seconds on average per shipment to 10 seconds per shipment.

"The savings realized by implementing PRECISION is in the $7K/day range," says Carlson, which translates roughly to a $1.8M USD annual savings in shipment processing costs over prior solutions.
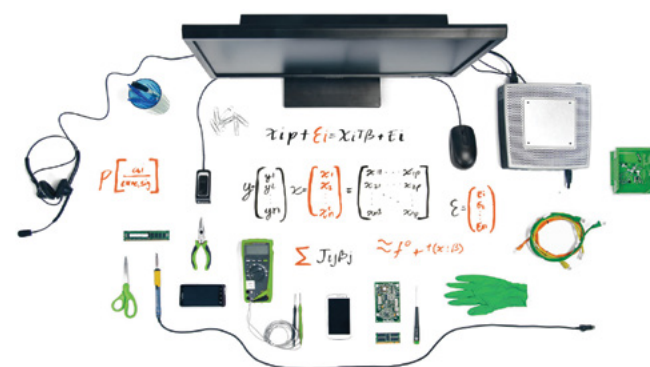
By shipping in SOA mode, iQor has been able to realize volumes of 30,000 packages per day - triple their original shipping volume capabilities.

According to Carlson, the implementation of QAD Precision has "allowed iQor to keep direct labor in the shipping area efficient and lean, while supporting a centralized solution that can be rapidly deployed to take on new customer programs and activity."

The integrated and highly configurable nature of the solution provides iQor with a platform to swiftly adapt to changing business conditions while maintaining a competitive edge in the demanding reverse supply-chain logistics and product support markets.

> " The ability to streamline processes and transition employees into more value-added activities by implementing PRECISION has thus far helped iQor control costs in the unpredictable logistics environment."
>
> Erik Carlson, iQor, Vice President of IT