

CREATING A SCALABLE OMNICHANNEL FULFILMENT SOLUTION FOR A TOP TECH COMPANY

THE NEED

- Build flexible and scalable omnichannel fulfilment solutions that can keep up with seasonal peaks, while seamlessly integrating a Reverse and Repair programme.
- Manage complex product personalisation operations consistently across multiple global fulfilment sites.
- Ensure security of its inventory of high-value, market leading consumer tech products.

OUR SOLUTION

DP World built a customised, scalable solution that would meet the high standards of one of the world's most recognisable tech companies:

1. Developed dedicated finished goods fulfilment centres across the globe, which integrated Configure to Order, Bult to Stock and Product Personalisation capabilities.
2. Built a scalable Reverse, Repair and Service Parts solution that could provide a consistent service brand experience for the company's trademark repair programme.
3. Integrated our proprietary in-house warehouse management solution to the customer's system to guarantee a free flow of information between us and the customer.

THE RESULTS

Ship over 100 million units annually across all sites and all channels

Over 2 million units processed through our Reverse, Repair and Service parts solution

Scaled to 9 sites globally that service Europe, North America, Indian Subcontinent and the Middle East

In partnership for over 18 years

“WE HAVE WORKED WITH DP WORLD FOR TWO DECADES, AND THEY HAVE BEEN A MAJOR PART OF THE SUCCESS OF OUR GLOBAL FULFILMENT STRATEGY ACROSS NINE SITES AROUND THE WORLD.”

– Fortune 100 Tech Company