



Customer Snapshot: SCI Group Inc.

Customer Profile

SCI Group Inc., a member of the Canada Post Group of Companies, is one of the largest Canadian-owned third party logistics (3PL) companies. It offers a broad set of logistics expertise and solutions through its operating entities:

- **SCI Logistics** provides custom logistics services for manufacturers and retailers with direct-to-store, business-to-consumer and business-to-business fulfillment requirements;
- **Progistix** offers highly specialized service logistics and transportation management solutions to organizations across Canada - all with very demanding supply chain needs;
- **First Team Transport** provides contracted and dedicated transportation services for high-value products throughout Canada.

To survive and thrive, SCI must continuously exceed its customers' demanding performance requirements. To succeed, SCI expects no less of itself and the suppliers with whom it partners.

The Challenge: To Maximize Reliability, Availability and Response

SCI's logistics services are essentially variations of: pick, pack, and ship upon request. However, this is hardly a trivial undertaking when inventories consist of hundreds of thousands of items spread across warehouses and depots across Canada, and in some cases must be delivered to customer destinations in as little as thirty minutes. Some significant logistics performance goals and results include:

- Achieved inventory accuracy levels of 99.99%;
- On-time shipping of orders received before 4 p.m. exceeded 99.95%;
- Dock-to-stock in 4 hours with ASN (automatic shipping notification) receipt;
- Improved on-time order fulfillment to 100%.

To meet and sustain these target levels and performance minute by minute, hour by hour, day in and day out, SCI employs sophisticated inventory identification and tracking processes, systems, and IT infrastructure. To address the functional and performance requirements of this time-critical business, SCI has built a multi-vendor hardware and software environment to utilize the individual features and advantages.

For SCI, technology alone is not enough. However infrequently, hardware and software do fail. Consequently service support, particularly quick and effective response and resolution are essential. Timely response to hardware and software failures require the shortest possible time-to-restore for SCI to deliver their service commitments to its customers. This challenge is magnified greatly when multiple suppliers are involved. At stake is not only SCI's performance with its direct customers, but with its customers' customers as well.

The Solution: The Right Hardware and Software, The Right Service Response

Before its relationship with qdata, SCI purchased hardware and software from a series of suppliers who could provide competitively priced products. However, these suppliers lacked the data collection knowledge, detailed implementation expertise and responsive technical and maintenance support essential to success in the very demanding, time-sensitive logistics world. SCI was attracted to qdata by its competitive pricing and the promise of the type of support they were seeking.

qdata has delivered on that promise. It is not unusual for qdata to respond to situations not covered in “the contract”, but are critical to the customer’s business. In one case SCI was experiencing intermittent problems with a specific model of normally highly reliable printers. Rather than have the printers sent in, repaired, then returned - replacement printers were personally delivered and installed over several days to minimize process impacts and related consequences for SCI and its customers.

The value of SCI’s relationship with qdata is based on a number of elements, in particular:

- **Competitive Pricing, Superior Value** - qdata’s prices for products are comparable to and competitive with other suppliers; for SCI, qdata’s proven ability to respond rapidly with their substantial technical resources to resolve problems quickly and efficiently is priceless.
- **Product Selection and Availability of Support** - qdata is able to provide the products SCI prefers today (Motorola and Zebra) and offers a broad selection of products from over twenty manufacturers and vendors, and with qdata’s commitment to service and support, SCI has confidence that its evolving needs will be met.
- **Quick Deployment** - qdata takes pride in its record of success in fast and efficient procurement, staging, implementation, and end-user training making its solutions available and productive in a minimum amount of time and effort.
- **“Future Proof” Investment** - qdata’s Service Team provides a number of trade-in, trade-up, and buy-back programs that help reduce SCI’s total cost of ownership and ensure access to the latest technology and innovations at the most favorable time and pace.
- **Technical Expertise** - SCI benefits from qdata’s ongoing investment in the training and development of its technical and service team which ensures availability of the necessary skills and expertise, without having to invest, build, and maintain these capabilities itself.
- **Rapid Response** - SCI can rely on qdata’s quick response which is based on a service culture that is attentive to customer needs, and sensitive to the specific goals and challenges of its customers; for SCI, rapid response and timely resolution of issues are critical to its business success.
- **“One Stop Shop”** - SCI is able to keep to a minimum the challenges and expense of acquiring and managing its multi-vendor logistics solution by leveraging qdata’s extensive and reliable remedial support capabilities, professional services, and diverse set of hardware and software offerings.

Through qdata’s competitive product pricing, quick provisioning, and strong deployment and implementation support, qdata won SCI’s early confidence and its product and service business. Today, SCI **employs over 500 hardware products** including the Motorola MC9090G, MC9060, WT4090 and Zebra QL Printers to meet their needs; all the hardware is procured, supported, and serviced by qdata. The SCI and qdata relationship continues to evolve as opportunities for technical innovation and service excellence are explored.

Customer Satisfaction

“I can buy hardware and software for SCI’s 3PL business in many places, as I have in the past. However, qdata’s technical proficiency and support capabilities go above the industry norm, their fast response, reliable nature, tenacious and cost effective products set them apart from others who claim the same. In short, I can count on qdata to deliver, and view them as a key partner in SCI’s success.”

- Steve Larocque, Director of Information Technology - SCI Logistics



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