



CASE STUDY

VOIP SERVICE PROVIDER CLIENT AND VOIP SUPPLY FULFILLMENT PARTNERSHIP



OVERVIEW

VoIP Supply's Service Provider Client, a leading provider of hosted voice, unified communications, and SIP trunking solutions, faced several operational challenges that required a reliable and comprehensive solution.

THE CHALLENGES

- **Secure Ordering and Management:** The client needed a robust, secure portal to streamline the ordering and management of their hardware inventory.
- **Receiving, Shipping, and Logistics:** Efficient handling of high-volume shipments, such as the Polycom (Poly) VVX 601 order of 750 units, which was critical to meeting tight deadlines. VS made this same-day turnaround happen despite a very late priority FedEx shipment (3.5 hours past SLA).
- **Private Inventory and Storage:** The ability to manage private inventory, including palletization and storage, was essential for operational efficiency.
- **Equipment Provisioning:** Seamless provisioning of devices for their clients was a priority to ensure readiness for deployment.
- **Cost Optimization:** Reducing overhead costs, such as maintaining a dedicated warehouse, while ensuring service excellence was a pressing need.

SOLUTION

VoIP Supply addressed the Service Provider Client's requirements through a tailored approach, leveraging its expertise and comprehensive services:

- **Secure User Portal:** VoIP Supply's dedicated, secure portal allows the client to efficiently place orders, manage inventory, and track shipments in real-time.
- **Comprehensive Logistics Management:** VoIP Supply's fulfillment team ensured smooth receiving, shipping, and delivery. For instance, the overnight delivery of 750 Polycom (Poly) VVX 601 units was managed seamlessly, balancing urgency and cost considerations.
- **Private Inventory and Storage Solutions:** The client utilized VoIP Supply's private inventory and storage services, including palletization, which eliminated the need to maintain their own warehouse.
- **Device Provisioning:** VoIP Supply's provisioning services ensured that devices were pre-configured and ready for deployment upon delivery, reducing lead time and ensuring client satisfaction.
- **Custom API Integration:** VoIP Supply's API integration added efficiencies to the client's operations. It gave them the ability to process hardware returns and utilize VoIP Supply's Reclaim and Refresh programs to reuse devices that were still being financed which further optimized cost savings.

KEY FEATURES OF THE SOLUTION

- **Secure User Portal:** Ensures streamlined and safe management of inventory and orders.
- **Logistics Expertise:** Timely and cost-efficient delivery services, even for large, urgent orders.
- **Equipment Provisioning:** Devices arrive pre-configured and labeled, minimizing setup time.
- **Custom API Integration:** Enhanced operational efficiency and added custom features for tailored client needs.
- **Cost Savings:** The client closed its warehouse, realizing significant savings while relying on VoIP Supply's services.

BUSINESS IMPACT

The Service Provider Client's partnership with VoIP Supply has enabled them to:

- Meet tight delivery deadlines with confidence.
- Reduce operational overhead by closing their warehouse.
- Enhance service quality through reliable provisioning and efficient returns management.
- Achieve cost savings and improve operational efficiency through the Refresh program and API integration.

WHY THE CLIENT CHOSE VOIP SUPPLY

In addition to meeting the above requirements, the Service Provider Client selected VoIP Supply for various reasons, including:

- **Comprehensive Offerings:** VoIP Supply's all-in-one service model combines logistics, inventory management, and provisioning under one roof.
- **Proven Track Record:** A longstanding relationship built on consistent performance, including managing all the client's device needs over the past 4-5 years.
- **Innovative Solutions:** Programs like Refresh reduced new equipment expenses by refurbishing and reusing devices.
- **Scalability:** Ability to handle high-volume orders and customize solutions for evolving needs.
- **Client-Centric Approach:** Focus on cost optimization and meeting critical deadlines, as demonstrated in the Polycom (Poly) VVX 601 order case.

BUSINESS SIZE

The client's annual operations involve significant hardware and logistics management, with large-scale orders like the Polycom (Poly) VVX 601 (750 units) representing a consistent aspect of their business needs. The exact annual revenue is proprietary, but their scale underscores the importance of a robust and reliable partner like VoIP Supply.



WHY VOIP FULFILLMENT BY VOIP SUPPLY?

The team behind VoIP Fulfillment by VoIP Supply has been providing provisioning and fulfillment to VoIP Service Providers since the beginning. Many of our past and current customers were pioneers in residential and hosted VoIP back in the early 2000s era. By taking advantage of the services that we have to offer and the expertise we have in-house, these customers have been able to focus on the sales and marketing aspects of their business rather than trying to get pallets and boxes shipped in and out of their offices. Our services have continued to evolve and improve over time, leveraging current technologies and passing along access and efficiency to our customers.

