



*“Premio's focus and attention to detail allowed them to launch 35 server SKUs within 90 days, while integrating business tools for a seamless operation.”*

## Premio's End-to-end Solution Helps Network Security Firm Streamline and Scale

This customer is one of the foremost cyber security solution. As of 2013, they had 2,500 customers in 180+ countries, and was purchased for \$2.7 billion.

### Challenge:

#### Streamline and scale manufacturing

To expand globally, the customer needed a flexible OEM integration partner that could help them scale their manufacturing operations. They were looking for a robust, flexible manufacturing model with a streamlined supply chain that maximized efficiency and reduced their inventory risk. This model would need to include a proven quality assurance management system, focused on preventative measures to ensure high-quality standards were met at multiple locations. The customer also wanted a dedicated infrastructure that could quickly design and build new hardware to meet their go-to-market timelines, and real-time visibility into that infrastructure. Premio was there to help.

### Approach:

#### New manufacturing centers and upgraded supply chain

To meet the customer's requests, Premio started with providing two offshore centers that included manufacturing, distribution, and reverse logistics in the APCA and EMEA regions. These centers were tailored to their unique requirements, and act as gateways to the Asian and European markets, maximizing service efficiencies by enabling in-region customer support and warranties.

Premio's scalable and flexible manufacturing capabilities allow for “cell” assembly, resulting in better craftsmanship from a dedicated team that follows the product from end to end. Premio implemented a “just-in-time” supply chain model that leverages inventory efficiencies with one-day, on-demand shipping per the client's service level agreement. Premio performs periodic reviews of customer-projected forecasts and ongoing customer sales run rates along with supply chain inventory information, and they manage material supply for production through a Kanban, JIT inventory model.

Via a dedicated Customer Care Team (CCT), Premio communicates with both supply vendors and customers daily to ensure requirements are met. Premio also provides a real-time Virtual Factory Management tool that the customer uses to access manufacturing, quality, order status, warranty service requests, and inventory status information.

## Results:

### Increased sales, new services for clients, and streamlined operations

With Premio's upgrades, the customer has seen increased volume and sales at all locations, with a 29% average increase in sales YOY. They are now able to ship in-region, directly to customers, within 24 hours of order placement. They can now offer in-region service repair and support for their end-users, increasing their international sale by an average of 35% YOY.

Premio's streamlined supply chain established a healthy inventory balance, and better management of product lifecycle, including EOL management, which resulted in better generational transitions to new products with minimal risk of obsolete inventory. The customer is also now able to predict production capacity and timeline for each SKU.

By leveraging Premio's end-to-end solution and offload their daily operation burden, they can focus on their areas of competence, maintain industry leadership in cybersecurity solutions, expand their market share internationally, increase revenue and stockholder value.