



## **PARTNERING FOR GROWTH IN COST DRIVEN SERVICE ENVIRONMENT**

*Presentation By:*

L. Maye

Chief Operating Officer

### **PRECISION CAMERA AND VIDEO REPAIR**

The reverse logistics and warranty management landscape is again going through a transformation as traditional models of single partner support fail to meet the needs of an ever growing and diverse retail marketplace. The paradigm shifts which will ensure success is the partnering of outsource service providers to design, develop and deliver value added services and end to end reverse logistics to the marketplace without increasing customer costs. No longer is it prudent or necessary for 3PSP to buy end to end capabilities in support of its customers when partnering with already existing service partners with proven capabilities could more rapidly deliver world class service.

Participants will learn the following:

- How warranty Total Cost of Ownership (TCO) can be lowered while improving service capabilities
- Cost benefits of strategic partnerships for customers and service providers.
- Enhanced information flow back to customer base with world class partnerships.
- Segregation of core competencies in the reverse logistics supply chain
- Cost modeling in strategic partnerships