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## World-Class Solutions Help Industry-Leading Log & Security Platform Expand Globally

As one of the industry’s leading scalable log and security intelligence platforms, specifically designed for enterprise and the cloud. The client gives the benefits of security information, event management, and log management in a single, highly-scalable architecture. This architecture enables users to collect and analyze terabytes of big data generated by all of their IT assets (over 1,000,000 events per second from more than 10,000 devices). Further, it gives security, IT operations, and compliance professionals actionable information within seconds to detect potential breaches and loopholes in operations efficiencies.

### Challenge:

Replace Off-the-Shelf Hardware While Maintaining Standardization

#### Discovering a Reliable Hardware Manufacturing Partner

As experts in software development with a high-demand product, the client was challenged with finding an OEM partner that could build servers to be bundled alongside their security intelligence software. While many manufacturers would have been able to build servers for them, few would be able to provide the necessary service and support they were going to require.

#### An Inside Outsource to Fulfil End-User Needs

Without any internal hardware manufacturing personnel, the client was searching for a vendor with a world-class engineering team that would be able to build servers and thoroughly test them for each revision and update of their software. Additionally, as the client offered end-to-end support and extended warranties to their end users, this OEM partner would need to deliver supply chain, end-of-life, and legacy hardware support.

#### Expand Globally While Satisfying Demanding Service Requirements

In efforts to expand business globally to EMEA and APAC and meet fierce competition in the marketplace, the client needed an experienced solutions partner with a track-record of efficiently building high-quality solutions. Their solutions partner would need to be willing to fully customize its customer service process to accommodate their global service requirements. They would also need to be willing to facilitate repairs and manage consigned inventory for third party vendors all over the world.

The client sought a partner with the reach to help them scale and reduce overall spending in the reverse logistics chain.

**Client requirements:**

- A quick and easy customer service experience to complete order/service requests.
- Visibility of the outsourced service process and buffer inventory.
- Quick turnaround from order to delivery.
- Integration of hardware with all (even legacy) versions of their software.
- Supply chain management and end-of-life product support.
- Innovative solutions to help save costs in global markets.

## Approach:

### Custom Tailored End-to-End Lifecycle Support

**A Dedicated Project Team, World-Class Solutions, Worldwide Reach**

After the client came to Premio in 2005 with their need for hardware to support their software, Premio started by providing them with a dedicated, cross-functional service project team. The team included a project manager, customer service coordinator, repair technician, technical support who would support shipping, receiving, and inventory control as well.

**Off-Site Testing**

Premio provided customized servers that were specific to their unique need. After being built, the hardware was tested thoroughly at Premio's facilities. Testing and retesting for verification would be required for every version of software that our client developed. The servers had to run current software as well as support older versions for the client's end users who were not ready to put their budgets towards upgrading.

To support their sales process, Premio would also provide demo units to their opportunities for evaluations and testing. Upon receiving feedback from those opportunities, changes could be made, fresh images would be loaded, and both the client and their prospects needs would be met.

**Advanced Replacement and Inventory Control**

The client had expressed to Premio that providing constant uptime to its end users would be paramount in their partnership. To execute on that goal, Premio implemented the following:

- Access to a custom web portal where the client could submit and track order/service requests.
- Same-day advanced shipment and after-hours orders at no extra charge to Loglogic.
- Fast turnaround depot repair and on-site service.
- Customer consigned inventory management, real-time inventory status and monitoring of product lifecycle.
- Service centers strategically located worldwide in North America (City of industry, CA; Chicago, IL), EMEA (United Kingdom), and APAC (Taipei, Taiwan; Johor Bahru, Malaysia).
- Domestic and international shipping including import and export document preparation along with shipment traceability.

**End of Life Support & Reverse Logistics**

When products failed there would be an examination of all defective units returned to determine the root cause of failure. Corrective and preventative actions would be taken to ensure ongoing

product quality. If the product had reached its end of life, Premio would already have a replacement built in its buffer inventory to provide and ship to the client immediately. Utilizing Premio's Virtual Factory Management software, the client would be able to view the current status and reports on inventory, advance replacements, quality, and on-demand shipping requests without having to reach out to a Premio team member directly.

**A Step Further**

Premio wanted to be a true partner to the client and be able to provide them with actionable insights that would repair existing problems and help to prevent others in the future. Weekly and quarterly meetings were held to analyze and consult on quality reports to determine the best ways to act on any outstanding issues that had not yet been addressed. By constantly evaluating the client's needs and plans, Premio established an engineering control process that applied strict quality assurance standards and software revision control. They also aimed to improve reverse logistics globally by providing them with recommended Premio-trained partners for repairs, IT support and distribution in the APAC and EMEA regions.

**An Emphasis on Service**

Premio would leverages its more than 26 years of partnership with its suppliers to guarantee the availability of parts for service, repairs and quality control. Premio also plans for end-of-life (EOL) inventory starting from the beginning of the product's lifecycle to ensure that sufficient service inventory is

**Results:**  
Increased ROI, Improved Quality & Customer Satisfaction

Utilizing Premio's hardware engineering teams as an extension of the client's software engineering enabled them to decrease their development time and cost for new products. Using Premio's extensive manufacturing experience and established processes, the client greatly decreased their product returns and manufacturing lead time without compromising quality.

**Client Quote**

"Premio has helped us move forward with our vision and to successfully accomplish our goal of client expansion while maintaining the standards which we expected. Premio delivers professional client service, exceptional on-time delivery, outstanding technical support, and our logistics are handled with the utmost quality. We're very pleased with Premio's performance and capabilities. They exhibit the kind of service companies rely on to grow and become successful."

*Vice President of Operations & IT, Manufacturing, Fulfillment & Logistics*

The partnership has resulted in the client's success in providing its customers with superior hardware to support their cutting-edge software. By interacting with the client on a daily basis, Premio's Customer Care Team was able to collaborate closely with the client's team, resulting in end-to-end solutions that have achieved total customer satisfaction. Premio went on to beat their SLA by offering same day requests and shipping, even fulfilling after hours requests by taking products to shipping carriers on their own when necessary.



#### Working with Premio, our client reports that it has:

- Increased product and service revenues and profitability
- Enhanced product and service uptime and availability
- Reduced inventory and part acquisition costs
- Improved efficiency, time-sensitivity, and the ability to troubleshoot problems
- Improved customer satisfaction and retention for its end users
- Acquired real-time visibility into global inventory
- Acquired remote online fulfillment capability
- Succeeded with its global expansion into the EMEA & APAC markets

On April 3, 2012, Tibco Software, Inc. completed the acquisition of Loglogic, Inc. At that time, Tibco evaluated all of Loglogic's vendors and partnerships, dissolving some and maintaining others. They ultimately decided that Premio was a valuable resource and since their acquisition, Premio has continued working with Loglogic to support their hardware service needs and is proud to reflect on its over ten years of continued partnership.

If you would like to hear about more cases where client challenges were resolved with Premio's solutions, please **visit our blog** or **contact us directly**.