



evernex
IT life services

Customer name:

Evernex
(Paris, France)

Business:

Global IT infrastructure lifecycle
service provider

Evernex contact:

Guillaume Maurer
(Operations Director)

A different approach to Evernex's logistics

Evernex is a global provider of third-party maintenance services for IT infrastructures with a global network covering 165+ countries. Headquartered in Paris (France), the company supports and maintains its customers' locations 24/7, leveraging over 850,000 available spare parts from its inventory. Base Logistics is currently Evernex's Service Parts Logistics partner in Europe, the United States and the Asian-Pacific region.

Guillaume Maurer, Operations Director at Evernex, says: "Most of our customers have enterprise systems. Based on the contracts with our clients we need to have the right part available at the right place and the right time." Maurer explains that their knowledge of the systems is the main focus of Evernex. "We need to make sure that we know which equipment is used by our customers so that we can have spare parts available at a location close to the client. We know the failure rates of the systems our customers work with and based on that we decide which parts we have to keep in stock."

"We need to have the right part available at the right place and the right time."

In 2014, Evernex was facing some challenges. While Evernex's expertise in the maintenance of large IT infrastructures was excellent, the accuracy of the spare parts inventory was not up to standard. Furthermore, Evernex did not have 24/7 access to the storage locations or full-time inventory visibility. The company worked with

technical partners in each country, supplying support for its global clients. These partners were also responsible for the logistical side of the support, including inventory control. Each region had its own way of working, including various software solutions to control and coordinate inventory and support activities. To ensure higher customer satisfaction, Evernex was looking for ways to improve its inventory accuracy and response times. During that process, they reached out to Base Logistics. By then, Base Logistics was already active for Evernex in some regions.

Arthur Mirault, Supply Chain Strategy & Performance Manager adds: "Talking to Base Logistics about their work for us in a number of regions, we realized that we had full insight into our logistics and inventory there, thanks to Base Logistics' sophisticated application Klairy. We could check our inventory as often as we wanted and

CASE STUDY

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we had 24/7 access to the storage location." The online tool Klairy uniquely combines Transport Management, Warehouse Management and Finance Management. Mirault says that the strategy in those regions led to higher direct costs, but lower operational costs in the end: "It was really a different way of thinking. Working with a specialized logistics partner such as Base Logistics with its versatile logistics application meant that we were saving on inventory costs and had parts available 24/7."

Maurer and Mirault wanted to convince management that a different vision for the supply chain would provide strategical benefits. Mirault says: "Based on the knowledge and expertise of Base Logistics we were able to compose an internal business case which we presented to the top management."





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Part of the business case was the idea to start using only one uniform system globally." Once the management saw the potential of the partnership with Base Logistics, it was decided that more regions should gradually be connected to Klairy and Base Logistics. Maurer and Mirault wanted to put Base Logistics to the test in France, the largest region within Evernex. Maurer adds: "While we deal with 3,000 tickets globally, we have 1,000 tickets in France. At that time, we were using a partner with a system that was not as efficient as Klairy and we wanted to make sure that we could transfer from one system to the other." The test case in France was a success and the switch to other countries was planned soon after the implementation in France.

Although the idea was to gradually roll out the use of Klairy and Base Logistics, some incidents sped up the process. When Evernex had a sudden problem with a vendor in South Africa, Base

Logistics took over the entire operation in just a couple of days. This included Trade Management and compliance matters.

Mirault says the new strategy led to an excellent partnership between Evernex and Base Logistics: "We have a 4-hour SLA 24/7 with our customers. If we want to have enough time to do our analytics, we need a partner that can act quickly. We need to be able to focus on what we are good at so that we can leave the rest up to our logistics partner. With Base Logistics that works out perfectly. The way Base Logistics manages their partners and the efficiency of the Control Tower is impressive. We hardly have an issue with inventory now and we deliver on our promises." He adds that Klairy contributes significantly to the success of the partnership: "We found that Klairy is very user-friendly. Users don't even need a user guide before they can start working with it. Klairy can

be linked to SAP, the ERP system that we have at Evernex, which makes the processes very efficient and reliable. The reports we are making with Klairy for our top management help them to keep track of things and make the right decisions."

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Now that Evernex has gained experience in transferring business to Base Logistics, the next step is to make further savings through new strategic choices. Maurer explains: "We are now targeting the creation of regional hubs, carrying an increased volume of parts. However, this means that we need to understand rules and regulations better, to restrict business risks in

CASE STUDY

Base 
Logistics

respect of customs and compliance." Mirault adds that Evernex does not currently have broad customs and compliance expertise. "We lean on Base Logistics not only for logistics but also for international trade compliance. While we are growing and changing globally, it really helps that we have a partner that can scale up with us and help us improve our customer satisfaction at the same time."

Base Logistics is an established global asset-light provider of integrated transport and warehouse management services. We are specialized in time- and mission-critical services for the high-tech and medical industries. We offer an international network of transport and warehousing partners, combined with a team of logistics specialists and a unique logistics application.

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