



Ryder Helps Cisco Deliver on Warranty Guarantees



Cisco's networking hardware is a vital part of business, education, government and home communications. Indeed, Cisco's name is synonymous with the Internet, transforming how people connect, communicate and collaborate.

Since all hardware is fallible, Cisco guarantees repair or replacement of failed enterprise routers and switches within 24 hours. However, as a worldwide leader in networking technology, Cisco is challenged to make good on that promise cost-effectively in-house – warehousing and transportation are not Cisco's core competency.

Since 2000, Ryder has been helping the Fortune 100 firm meet its supply chain and logistics challenges with a growing suite of services. Ryder helps Cisco keep its warranty guarantees on 1.5 million parts every year while reducing customer delivery times, slashing associated costs, and differentiating the hardware company from its competition by driving a sustainable product lifecycle.



Outstanding performance and savings earned Ryder the 2011 Supplier of the Year for Best Service Logistics Provider.

Operational Results

- 99.9% Inventory Accuracy
- 99.9% Configuration Accuracy
- 99.5% On-Time "Next Flight Out"
- 99.9% Same-day Outbound Accuracy
- 99% Inbound 24-hour Dock-to-Stock

Driving Operational Efficiencies

Ryder helps Cisco manage efficient returns of routers and switches from enterprise customers – including product inspection, credit reconciliation, triage and testing, repacking and restocking, repair and refurbishment, and recycle and disposal – within 24 hours.

Ryder Drives Value through Lean Initiatives and Savings Opportunities

Ryder handles \$450 million of Cisco inventory annually, including 9,000 SKUs, 102,000 orders, more than 500,000 units, and nearly 9,000 processed receipts. Ryder solutions are driving strong results for Cisco from its 70-employee custom facility in Texas.

In fact, Cisco named Ryder its 2010 Vendor of the Year for Innovation and Warehousing and more recently, Supplier of the Year for Best Service Logistics Provider. Ryder has driven significant annual savings from Lean Initiatives, while yielding additional credit for backhauls.

"We value our 12-year relationship with Ryder and look forward to their expertise in driving innovation and continuous improvement throughout our network."

- Dillard Myers, VP of Global Operations for Cisco

“Our suppliers play a key role in our ability to exceed our customers’ expectations for quality and innovation, and Ryder has proven to be a positive contributor.”

– Dillard Myers, VP of Global Operations for Cisco



Value Added Services

- ▶ Engineering Change Order Inspection
- ▶ Kitting, Boxing, and Labeling
- ▶ Parts Weight/Dimension Management
- ▶ Firmware, Image, Router and Software Installation
- ▶ Same-day Configuration and Testing
- ▶ Product Re-ID as Requested
- ▶ Excess Returns Program

Warehouse Management: Beyond core services like same-day KPIs on inbound shipments and outbound orders, daily velocity based cycle counts, and proprietary validation tools for order fulfillment accuracy, Ryder offers Cisco a unique value add – the Excess Returns Program. Each quarter, Cisco requires that overstocks be shipped back to Ryder’s warehouse. Ryder helps Cisco preserve brand equity by re-boxing the items, complete with a new label, and re-shelving them so the next customer gets a clean product delivery.

Transportation Solutions: When Cisco customers experience a product failure, it’s just as much an emergency to the technology giant as it is to the customer. Ryder handles all of the emergency orders for Cisco, offering “next flight out” expedited orders, emergency courier management services, export documentation creation and auditing for international

shipments, and carrier pre-alert distribution that ensures a 24-hour turnaround. Ryder’s transportation solutions offer Cisco increased visibility and control of parts in transit, a reduced carbon footprint, and increased customer and technician satisfaction.

Innovative iReturns: Ryder worked with Cisco to develop a program called iReturns that optimizes the returns supply chain with a peel-away RMA label. Since different Cisco parts go to different Cisco repair facilities around the country, Ryder prints a unique label with a specific shipping address based on the part number. The iReturns system eliminates the process of sending all repairs to a central location, then having to re-pack and re-ship each part to the appropriate repair center – saving time and money.



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