

SUCCESS

technology@work

Providing Revolutionary IT and Supply Chain Solutions

I would like to thank World Wide Technology for their excellent performance serving Microsoft. Our WWT support team goes the extra mile to provide us with the flexibility we need while maintaining a high operational standard for business.

Greg Hartlein

Business Challenge

Microsoft was looking for a way to greatly simplify their process for ordering peripherals, while reducing procurement costs.

Technology Solution

WWT created a fully integrated ordering process that combines Microsoft's MS Market and eBis with WWT's highly automated procurement system.

Payoff

WWT provides Microsoft with a single source for a substantial variety of hardware, greatly simplifying the fulfillment process while reducing cost to Microsoft.

Through e-Commerce Integration, WWT Creates Efficient Fulfillment Program for Microsoft

Prior to 2002, Microsoft had partnered with a local value added reseller for all peripherals. In late 2002, Microsoft published an RFI for a streamlined product fulfillment process covering the entire U.S. Microsoft sought a vendor to provide a single source for peripherals, non-standard hardware, and weirdware while greatly simplifying their supply chain.

In order to achieve these goals, Microsoft selected World Wide Technology, Inc. (WWT) to supply all of their peripherals. Making the most of their existing, strong business relationship, WWT and Dell teamed up to provide a single integrated solution that enables WWT to fulfill over 200 orders per day.

WWT is now fully integrated with MS Market, an online procurement tool developed and used by Microsoft. When WWT receives an electronic purchase order from Microsoft via eBIS, it is routed through previously set distribution channels for drop shipment to the appropriate Microsoft location.

This contract with WWT offers Microsoft many benefits:

First, the new ordering process is highly streamlined. The electronic integration of WWT and Microsoft procurement systems creates an efficient ordering and fulfillment process.

Second, Microsoft can choose from thousands of products from hundreds of manufacturers, via a single source (WWT).

Third, Microsoft receives faster shipments, with 88% of all orders being shipped on the same day. In addition, there is a 14 day "No Question" return policy.

Additionally, WWT provides Microsoft with personal attention, complete with a dedicated staff, both on-site and off-site, to provide sales and support services to Microsoft.

As a result of the on-going success of this relationship, WWT was honored by Microsoft, receiving the "Microsoft Premiere Vendor Award for Exceptional Performance in Quality, Service & Cost."

At a Glance

- \$40-60 Million of Product Procured Annually
- WWT is Single Source for Peripherals
- Full Integration of WWT/Microsoft Electronic Procurement Systems
- WWT is recognized as one of Microsoft Premier Vendor Award for Exceptional Performance in Quality, Service and Cost

Microsoft



World Wide Technology, Inc.

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