

SUCCESS

technology@work

Providing Revolutionary IT and Supply Chain Solutions

World Wide Technology's complete automation of our procurement program for Dell and Cisco equipment has brought us operational cost savings as well as better control of product flow.

Business Challenge

TSA was looking for better management of their base of multiple vendors and improvement in their program for technology deployment.

Technology Solution

As a subcontractor to Unisys, WWT developed a multi-organizational procurement and logistics process with complete automation through the use of web-based technologies.

Payoff

TSA realized a reduction in overall costs as well as an increase in on-time product deliveries. In addition, complete automation of the supply chain processes provides better control of product flow.

World Wide Technology Provides Support for Transportation Security Administration

As part of their ongoing effort to secure the Nation's transportation systems, the U.S. Transportation Security Administration (TSA) was looking for a partner to increase efficiency and reduce costs associated with technology deployment.

To that end, World Wide Technology, Inc. (WWT) was awarded a subcontract agreement with Unisys Corporation to provide procurement, integration and logistics services to TSA. Integration services, which are performed at WWT's St. Louis facility, include imaging and configuration of Dell workstations and servers, asset tagging, and Cisco router/switch configurations.

WWT and Dell have completely integrated Dell's Premier Page extranet to WWT's back office order management system using XML technology. The result is a streamlined order process that automatically

routes order information to WWT for fulfillment. This automation also facilitates advanced notification of WWT for integration and distribution services.

Significant portions of the program have been automated through customization of WWT's Oracle ERP system. For example, orders are automatically created upon receipt of product from Unisys. Unisys requests shipment through WWT's web-based "call-out" utility, then tracks the shipment via WWT's online order-tracking agent.

As a result of this program, TSA reduced the overall cost for procurement, configuration, staging and logistics. WWT's integration work has allowed Unisys to reduce deployment time as well as the necessary skill level of field technicians. The result is an increase in customer satisfaction and overall quality for TSA technology deployments.

At a Glance

- 3-year, \$80M contract
- Consolidated billing
- Overall cost reduction
- Better control of product flow
- Coordinated delivery of products and services



World Wide Technology, Inc.

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