



SDD NORDIC
REVERSE LOGISTICS SOLUTIONS



Supply & Demand Designs Nordic / Case study

Supply & Demand Designs Nordic / Case study / CartridgeCollections solution

The Company

A Global Hightech company developing copy machines.

The Challenge

- Offering a logistics solution delivering standard packing materials (special boxes designed to transport empty toner cartridges) to end-customers enabling them to return empty toner cartridges in Scandinavia (Sweden, Norway, Denmark) safely to the central European receiving center.
- The solution to focus on minimizing the domestic transportation costs, avoid second collection attempts, consolidating and optimizing the linehaul service ex Scandinavia to the central European receiving center.
- Daily feedback a requirement.
- Offering a helpdesk service function a necessity.

The Solution

- A tailor-made collection and consolidation solution was created for Scandinavia.
- The total transportation costs were reduced by optimizing the collection and consolidation process and via carrier optimization.
- The solution totally eliminating deadruns due to the helpdesk function.

During the first month of operation SDD Nordic reached an overall performance of 99.1%.

By offering a regional helpdesk function, SDD Nordic supports all customers with their transportation inquiries and offer status feedback on daily basis improving customer satisfaction for our customers' customers.

For further information about this case study, please do not hesitate to contract us, info@sddnordic.com