



## MEETING SUSTAINABILITY GOALS WITH A SUPPLY-CHAIN TRANSFORMATION

A technology company modernized operations to reduce waste and boost efficiency

**Industry:** High-tech

**Location:** United States

**Technology and services:**

Customer Relationship Management (CRM) application

## Challenge:

- The client is a global leader in IT and networking, with headquarters in the United States.
- The company required assistance with an ambitious circular-economy initiative involving product refurbishment to minimize waste, decrease logistical warehouse expenses, and reduce its carbon footprint.
- It faced significant redundancy in its supply-chain processes, as products often had to be shipped through warehouses and distribution centers rather than directly to customer homes. This created needless waste and meant customers often had to wait an extra day or two to receive a shipment.

## Solution:

- Capgemini's Technology Market Unit team delivered a three-pronged solution to modernize the client's supply chain.
- Developed a Unique Device Identifier to capture the source origin for all products both old and new, with digitized tracing and tracking of parts and materials
- Implemented a new sales application for logistics partners to better capture data from multiple and disparate sources
- Delivered a dynamic disposition engine for channeling returned products more efficiently, by minimizing reliance on warehouses and shipping refurbished products directly between customers or to the manufacturer when required
- Increased operational effectiveness by providing visibility on critical return parameters

## Result:

- Capgemini transformed the company's supply chain, boosting efficiency and reducing its environmental impact by an estimated 225,000 tons of carbon dioxide per year.
- Additional annual savings of \$3.5 million as a result of increased return of un-sold goods and value maximization
- Product replacement, service, repair, and refurbishment were provided to end customers on request – extending product longevity and minimizing waste.
- End customers were given easy pickup options for returning products at no cost, further improving the customer experience.
- The client's leadership appreciated Capgemini's overall effort and impact. Our partnership remains strong today, with a mutual commitment to further realizing the company's sustainability ambitions.

---

### For more information on meeting your sustainability goals, please visit:

[Our sustainability framework](#)

[Consumers demanding a move to sustainability](#)

## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 340,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion (about \$21 billion USD at 2021 average rate).

Get the Future You Want | [www.capgemini.com](http://www.capgemini.com)

The information contained herein is provided for general informational purposes only and does not create a professional or advisory relationship. It is provided without warranty or assurance of any kind.

Copyright © 2022 Capgemini. All rights reserved.