



## SUCCESS STORY

### Global Aerospace and Defense



"Guaranteed custom programs are hard to find. DMD has lived up their guarantees for over 10 years with us. We appreciate the partnership which ha allowed us to grow our business."

- Director, Federal Programs



## PROFILE

100,000 EMPLOYEES

10 BUSINESS UNITS

US BASED

GLOBAL OPERATION

11,000+ DEVICES SUPPORTED

10 YEARS OF DMD SUPPORT



## EXECUTIVE SUMMARY

This Fortune 100 company provides government agencies outsourced communication technology programs spanning computers, radios, and GPS devices. These programs contractually guarantee support for seven years. DMD provides hardware support, remediation, and inventory management, for the technology assets and their components.

## ABOUT THE COMPANY

A US-based global defense contractor that specializes in aerospace, marine systems, combat systems, and other technologies.

## THE CHALLENGE

This aerospace and defense contractor operates on 7-year contracts with governmental organizations, providing full technical support on equipment. Unfortunately, the OEMs do not guarantee support for this length of time, forcing an alternate solution.

The government terms require only certified parts to be used in any remediation. Certified means both authentic and the exact originally approved part, meaning you cannot replace memory with the same spec memory. It must be the same manufacturer and same part number.

There are two distinct problems to solve: the logistics and the technology fix. Logistics requires planning, acquiring, and inventorying the necessary parts; with the ticketing and shipping at the time of issue. The technology fix requires diagnostics, fix, and test. The two must be integrated to meet the 30day SLA.

## COMPANY GOALS

- Extend the life of the devices to seven years.
- Use authentic and certified parts to replace malfunctioning or damaged parts.
- Reduce field failures with quality repairs and predictive capabilities.

## DMD STATS

46

COUNTRIES SERVICED

53M LBS

CO2 SAVED

0

DATA BREACHES, EVER.

196,565

TERABYTES ERASED

9%

OF THE F500

\*FROM 2023

DMD Systems Recovery, LLC. (DMD) protects your reputation and our world with ITAD solutions having the highest standards for your Data Security and the Environment, ensuring your assets go to their next best use. DMD works with hundreds of companies and public entities to securely destroy their data, decommission assets, and redeploy or remarket the equipment across IT categories including Data Center, End User Compute, and Mobility.

## SOLUTION

DMD worked with this contractor to craft a custom solution to address the challenges and deliver the goals. We extended the life of computers, servers, radios, networking equipment, and other devices to the full seven-year contract period.

DMD offers diagnostic work and part repairs. We used analytics and data to curate a list of expected failures and inventoried authentic parts prior to failure. All parts provided come with a Certificate of Conformity, which ensures all parts have a traceable chain of custody. These authentic parts limit the risk of failure in the field.

In coordination with the customer, we created workflows and communication to monitor collection and stock to generate Hot Swap devices for mission-critical components and ensure a 30-day repair time to maintain continuity.

## RESULTS

Over the past 10 years, the client has achieved compliance with their contracts. DMD has provided support for over 11,000 assets and delivered the guaranteed seven-year warranty with no misses, resulting in the client's growth in their contracts.

2,437

### HIGHLIGHT

IT assets repaired.

DAYS:

23

### HIGHLIGHT

Mean Time to Repair (MTR) assets.

10,000+

### HIGHLIGHT

IT Certified IT components inventoried.

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