

IBS .

Leading the Evolution of Outsourcing



¹Once Outsourcing was viewed only as a strategic lever for improving performance and keeping costs in check for companies. Today outsourcing is a given. Today outsourcing is considered a vital management tool for business innovation, global expansion and competitive advantage. Today's leaders value outsourcing as a means to develop new and more efficient business initiatives, products, technologies, operational processes and customer services.

However, selecting the right service provider, understanding your company's goals and objectives and developing a strategic vision and plan are key factors in guaranteeing your outsourcing success.

At IBS, our global reach, proven technology, professional services consultants and ready infrastructure enable clients to not only gain access to world-class capabilities, but create new ways of thinking within your organization thus taking your business to the next level, with lower costs and improved skill sets.

As emerging market trends make it increasingly difficult for companies to maintain and evolve their infrastructure IBS can easily adapt and grow with the market we do the work. We absorb the market uncertainties. You accelerate time to market. You reduce the capital costs. You free internal resources to concentrate on core competencies. No one offers a more complete, integrated, end-to-end supply chain management solution. Take advantage of the convenience, accountability and speed that come with working with a single source strategic partner. Experience firsthand how we become a true extension of your company.

¹ *Entiv an IBS Electronics Group Company*

Your Return on Investment



²At IBS we optimize your supply chain efficiencies and extend e-commerce capabilities through comprehensive "purchase to delivery" service, systems, support and management.

Whether you want to implement traditional or e-commerce supply chain strategies, our complete outsourcing solutions deliver the proven, fast and secure infrastructure you need—from order and information management to billing, website development and hosting, customer contact and international distribution services. We work with you to build a customized solution designed to meet the specific needs of your business case. And we ensure that it's dynamic and flexible enough to easily respond to an evolving marketplace.

Transparent to the end customer, our complete business infrastructure solutions seamlessly integrate with your internal systems and processes. As a virtual extension of your business, our solutions deliver a superior customer experience that allows your business to:

- Increase sales
- Grow market share
- Enhance customer satisfaction and retention
- Reduce operating costs
- Decrease time to market
- Facilitate scalability and reduce risk
- Focus on core capabilities

² *Entiv an IBS Electronics Group Company*

Case History



The Problem

³The client had developed a superior product, but realized it would not be cost effective to utilize existing distribution channels and heavily burdened infrastructure to launch these products. Since margins in this business are slim, the client needed a strategic partner who could rapidly build and deploy a flexible and cost effective infrastructure.

The IBS Solution

Working closely with the client, the IBS business assessment team outlined a virtual infrastructure plan, which incorporated:

- Inbound customer inquiry and sales
- Electronic catalog, pricing management, and EDI capabilities
- Product warehousing and real-time inventory management
- Customized packaging and fulfillment
- Invoicing, credit and collections
- Returns processing and remittance
- Detailed activity tracking and customer trends reporting

This solution went from implementation plan to fully operational in less than 30 days. All functions and transactions are completely transparent to the customer, and delivered as if IBS were the client organization.

Client Benefits

As a result of outsourcing the creation and management of product logistics to IBS, the client has:

- Entered a new market in record time
- Added an incremental annual revenue stream
- Delivered the products to the customers with an improvement in accuracy from 95% to over 99%
- Achieved a higher level of satisfaction and efficiency than ever before
- Implemented a cost model which was over 20% lower than their internal model
- Minimized the risk associated with new product launches

³ *Entiv an IBS Electronics Group Company*

Associations

IBS has a commitment to leading The Evolution of Outsourcing. In order to⁴ achieve that goal, we are constantly evaluating and exploring the dynamics that are shaping today's business climate. Our diverse involvement with numerous associations reflects our quest for knowledge and leadership in the evolving areas of ebusiness, technology, operations, customer relationship management, marketing, financial services and more.

NAM- National Association of Manufacturers
DMA- Direct Marketing Association
NCTA- National Cable and Telecommunications Association
CLM- Council of Logistics Management
Richardson Chamber of Commerce
Technology Business Council
The Memphis Chamber of Commerce
Women Executives in State Government
BMA- The Business Marketing Association
The Retail Council of Canada
The Markham Board of Trade
The Toronto Board of Trade
ICSC- International Council of Shopping Centres
AIMS- Association of Internet Marketing and Sales
American Chamber of Commerce of the Netherlands
Chamber of commerce of Liege
BVL Bundesvereinigung Logistik
HIDC
NDL Nederland Distributie Land

PROFESSIONAL SERVICE, COMPETITIVE PRICING & STRICT QUALITY

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