

NETLOGISTIK CAPTIVE SERVICES-DEDICATED CUSTOMER SUPPORT BACKED BY EXTENSIVE SUPPLY CHAIN EXPERIENCE

Netlogistik's Captive Services are designed to help businesses optimize their supply chains. These services are delivered by a team of highly experienced Blue Yonder digital supply chain experts that have deep knowledge of a customer's supply chain operations.

The key differentiating factor that separates our Captive Services from other levels of support we provide—and from our competition—is **exclusivity**. But that's only part of the picture. Beyond simply providing a customer with a dedicated team, our Captive Services brings together a group of seasoned operational and IT experts who have a thorough understanding of both your business and Blue Yonder solutions. These professionals are motivated not by transactional relationships, but rather to serve in a strategic capacity in order to foster long term success and value for the customer and for Netlogistik.


A Netlogistik Captive Services team works solely on a single customer's business—delivering a comprehensive range of Blue Yonder solutions from Implementation Services and support to Supply Chain Management, Operations Enablement and more. Our Captive Services model enables Netlogistik to help customers more quickly take advantage of elements of technology from their software provider, ensuring time to value and longevity are achieved. In short, we're there from the start with tailored solutions that help customers adapt the Blue Yonder footprint to their business—and our Captive Services offering plays a major role in making this happen.


AN UNPARALLELED CUSTOMER ADVANTAGE


This proven approach to service delivery presents a significant advantage to Netlogistik customers. Rather than having to hire a Blue Yonder support team—which may be unfamiliar with a company's supply chain operations, business processes and culture—customers can enlist the support of a Netlogistik Captive Services team that's familiar with their supply chain simply because it's likely the team members were involved with its implementation. In addition, this service enables customers to work efficiently and effectively with their new solutions, successfully adapt to the changes and understand the solution configurations by providing support throughout all aspects of the new solution.


FEATURES OF NETLOGISTIK'S

CAPTIVE SERVICES INCLUDE:

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Team serves as **extension of customer's existing staff**
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Dedicated on-site and **on-demand support 24/7**
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Customer needs are top/only priority and **receive immediate attention**
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Specialized workforce with extensive knowledge and **experience with customer's supply change operations**

OPTIMIZE YOUR BLUE YONDER SOLUTIONS INVESTMENT

Netlogistik's Captive Services are a valuable option for businesses that are looking to maximize their supply chain effectiveness and get the most out of their Blue Yonder Solutions investment.

Customers that take advantage of our Captive Services enjoy a number of valuable benefits, including:

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REDUCED COSTS

Extensive knowledge of a customer's supply chain operations can eliminate the cost of training/acclimation, freeing up resources for other needs.
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COMPREHENSIVE EXPERIENCE/SUPPORT

In-depth supply chain expertise empowers our Captive Services teams with the ability to address virtually any customer need.
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CONTINUOUS SUPPLY CHAIN IMPROVEMENT

Captive Services professionals can help customers identify and implement new opportunities to enhance their supply chain operations today and well into the future.

WHY NETLOGISTIK? HERE'S WHAT WE BRING TO THE TABLE:

Global Presence

Active customer engagements across
400 sites and **20 different countries**

30+ Go-lives
PER YEAR

30+ Active projects
AT ANY TIME

20+ Years supporting
BLUE YONDER CUSTOMERS

500+ Solution and technical experts
FOCUSED ON BLUE YONDER



IN THE VOICE OF OUR CLIENTS

"We are problem solvers at heart, and we had a major problem. Our monthly average for support tickets was 400, which is about 375 over our comfort level. We hired a firm to handle this and they failed. Then we hired Netlogistik. They provided a Captive Services team that focused solely on our business. Within six months, they brought the number down to 40 tickets. Now, the average is only 26. No longer a problem. Thanks Netlogistik!"

A 3PL in the Chicago Area

"Our experience with Netlogistik can only be describe as a true partnership. The Captive Services team they provided us knew our business extremely well and in very short order became an extension of our team. There's comfort in knowing this highly knowledgeable and experienced team is focused on our business, and our business only."

A Glass Production Sequencing Company in the Midwest

"We struggled to get one of our first distribution centers live using another implementation firm and then we were introduced to Netlogistik, they assessed our situation and overall solution design and immediately provided us with a Captive Services team that focused on operational enablement, solution hardening and level 1 support while working directly with our software provider to ensure we achieved our goal of a templated offering. Within months, we had stabilized and started our second deployment of the template that Netlogistik helped us create, all while increasing the strength of our operations team to achieve the value they needed from the solution. Netlogistik is a true partner and we will continue to work with them and their Captive Services models going forward."

A large Manufacturing and Distribution Company in North Carolina

REACH OUT TO OUR TEAM OF SUPPLY CHAIN EXPERTS

LEARN HOW NETLOGISTIK CAN HELP YOU SUCCESSFULLY IMPLEMENT
AND OPTIMIZE YOUR LOGISTICS AND SUPPLY CHAIN OPERATIONS.

