

Xerox

Two brains, one body

Xerox and its logistics partner, the Norbert Dentressangle Group, believe that the strength of the supply chain lies in open communication and careful monitoring of costs.

In Venray in the Netherlands, the Norbert Dentressangle Group operates a large warehouse for Xerox, leader in technology, management solutions and consulting services. The distribution system of Xerox and the storage system of its logistics partner operate as an interface. In addition, a Xerox manager, based in the Venray warehouse, provides a constant daily link. Two examples of an integrated supply chain.

However, the real strength of the relationship lies in the vision and confidence that the two partners share. *"We look at the Norbert Dentressangle Group in the same way as we look at ourselves, and vice versa,* confirms Leon Jeuken, Manager Service Supply Chain Eastern Hemisphere*. *When we have our monthly Service Level Agreement review, we consider all issues, whether positive or otherwise, and implement cost management strategies per activity."* Tens of thousands of euros are thus saved each year.

Recently, employees at the NLW** site in Venray integrated the Norbert Dentressangle site to pack and re-pack goods. This new organisation has made it possible to do away with the coming and going of goods between the two sites, thus reducing deadlines and costs. *"The Norbert Dentressangle Group can now use these employees for other customers, in addition to their activities for Xerox: it's a win-win situation,* enthuses Leon Jeuken. *The Norbert Dentressangle Group's core business is logistics in its broadest sense, he concludes. The Group has a proactive outlook on the entire supply chain and offers solutions to improve flows and rectify the internal rate of return if necessary."*



On a 50,000 sq. m site devoted to Xerox in Venray (Netherlands), one hundred employees of the Norbert Dentressangle Group ensure the following services:

- *storage of spare parts, consumables and machines, high added value activities and product picking before their dispatch all over Europe or the Eastern Hemisphere;*
- *reverse logistics for the Eastern Hemisphere of Xerox: the Group handles and stores all returns and manages dismantling/cleaning of machines and cleaning/reloading of consumables carried out by another Xerox service provider.*

In 2005, the Group handled 354,000 outgoing pallets and 456,000 returned items.



* Eastern Hemisphere: European Community + XING (the "international group" of Xerox, including Russia, Israel and Turkey).

** Organisation in the Netherlands that subsidises employment for the disabled.

