



Case Study

National Network Delivers Emergency Multi-State Order



Subject of Case Study: **Global Data Center Services**

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**01****OVERVIEW:****02****SITUATION:****03****PROBLEM****04****SOLUTION:****05****RESULTS:**

01

The Case Study

This case study focuses on a global data center services provider and their needs for an urgent order of pallets across six locations in the United States.

This case study highlights Kamps' sense of urgency, efficient customer onboarding, overall customer service, and the value of our integrated national operations.

02

The Situation

A global data center services provider was faced with the challenge of procuring pallets urgently for the shipment of mission critical equipment out of six data center locations across the United States.

These locations were in Georgia, Florida, Illinois, Texas, and Arizona.

03

Opportunity for Improvement

Due to the urgent nature of the situation, the customer was unable to source pallets from individual local companies in a timely manner.

Also due to the important nature of the project, the customer needed a reliable point of contact to manage all communication and ensure all locations were serviced in time – with the same pallet size and quality across the board.

04

The Solution

The customer contacted Kamps with the problem, reaching our inside sales department. Kamps' robust national network of over 400 locations geographically matched with the customer's needs and the representative determined that a solution was possible.

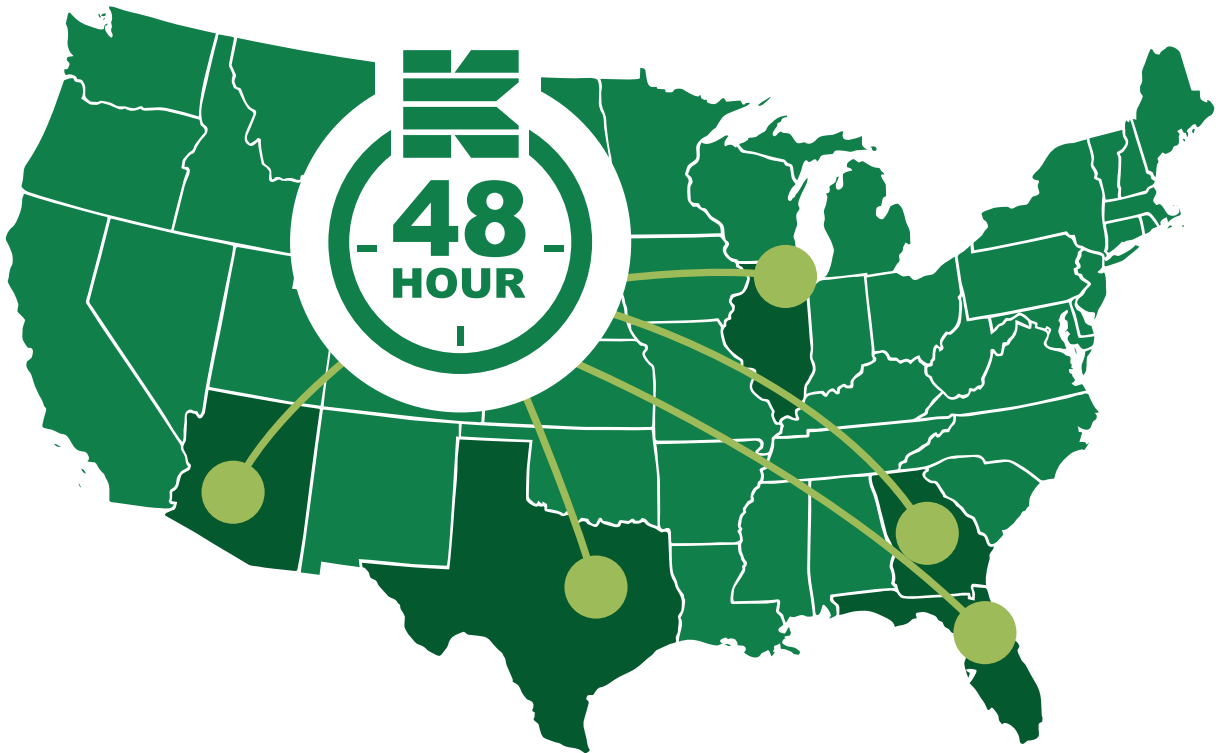
Due to the integrated nature of our operations and systems, the Kamps inside sales representative was able to confirm inventory and set up quotes with all locations, onboard the customer, and set target pick-up dates in the same day the call was received.

The customer worked with their own transportation team to coordinate pickups and shortly it was confirmed that Kamps could meet the customer's demands.

05

Case Study Results

By working with a single national source for all six locations, the global data center services provider was able to overcome the key challenges highlighted in the case study. These challenges include coordinating a multi-location pallet service in a timely manner while ensuring standardized product specifications across all locations.



Kamps received the call on a Thursday, and due to the harmonized actions of our inside sales, customer service, and operations teams, the customer's order was available for pick-up on Monday and Tuesday of the following week. All locations were serviced within 48 working hours.