

## INFINIDAT

**Customer**

Infinidat

**Industry**

Data Storage

**Location**

Hertzeiya, Israel

**Company size**

0-500

**Product:**

Data Servers

**Solutions:**

Service Parts

**Supply Chain Challenges:**

Service Parts Supply Chain

Growing Customer Base

Global Presence

### About Infinidat

Infinidat provides enterprise-proven solutions for data storage, data protection, business continuity, and sovereign cloud storage. Infinidat helps customers across all industry sectors empower data-driven competitive advantage. Among Infinidat's customers, you can find governments, banks and financial service providers, insurance companies, healthcare services and educational institutions.

Part of what makes Infinidat unique is their disaster recovery guarantee of the primary storage platform, InfiniBox.

In order to keep their promise, Infinidat provides their customers high quality service and troubleshooting, by operating real-time monitoring, repair and maintenance services to ensure any and all of its deployed servers never fail.

With technicians worldwide and Unilog to support Infinidat's customers at any location, Infinidat can provide their customers with the service standards they set out to achieve.

### When Infinidat Met Unilog...

Infinidat were looking for a supply-chain partner that could support their increasingly growing customer base and global challenges, scalability and control were the leading values guiding Infinidat when they envisioned the future of their supply-chain design.



# “ Infinidat-Unilog- a story of Unity, Agility, and True Partnership ”

Amit Man,  
Director, Head of Global Supply Chain,  
Infinidat

## Everything Your Customers Need 24/7

Unilog offers a wide range of services to support different service contracts. Whether it's 4 H or 24 H, Unilog operates a variety of vendors and services to meet any deadline.

Our account management team and 24/7 control tower provide Infinidat with full professional support to manage their customer service challenges.



*“we were able to improve our performance and control rate changes and even see a decrease in distribution cost thanks to precise service selection offering a need-based solution.”*

## Global Trade Services

Our team manages Infinidat's service parts global compliance in many destinations providing IOR & EOR Services and handling local compliance issues to inform Infinidat about the challenges ahead and come up with a strategy to address them.

## Technology at your service – Logivice, API, and Exception Based Management

Unilog designed a detailed API Algorithm between our digital platform Logivice and Infinidat's ticket management system (Jira), operating a fully automated mechanism for service order operation. Our mechanism monitors stock availability, calculates SLA & Service costs, and accurately selects the right service to meet Infinidat's needs, all Infinidat has to do is tell us when and where we need to be. and Logivice will do the walking and talking for us, this mechanism is fully adjustable and is able to consider different criteria and service demands – this gives Infinidat the flexibility they need to facilitate an agile supply chain design supporting their scalable growth and customer needs.

Logivice's exception alerts inform Infinidat about any disruptions, inventory exceptions, and inbound processing progress so we can focus on resolving live issues and set up our priorities.

## Results

### 24/7 Customer Service

A Reliable Control Tower is available 24/7

### Global Compliance

Supporting global entities and trade services

### Agility

A fully customizable service catalog and API Design

### Automation

a fully automated service orders creation and management mechanism.

### Transparency

Unilog's service promotes full transparency providing our customers a live feed of their stored goods and live orders



We deliver your pr  mises

 [unilog.company](https://unilog.company)