Logistics Online Inventory Solution

The Challenge
Global businesses may have thousands of employees and millions of customers depending on them every day. For these companies and other businesses with mission-critical data center operations, even a brief outage or degradation in performance can be extremely costly. Such problems can quickly lead to lost productivity, lost opportunities, and loss of customer goodwill.

To protect essential business operations, businesses like these need personalized attention and support services that are designed specifically to provide fast, complete resolution to any issues that arise.

The Solution
Dell Technologies Logistics Online Inventory Solution (LOIS) is a cloud based online application that enables Dell Technologies customers to manage, monitor and automatically replenish their parts inventory stored at their global locations. LOIS provides customers with personalized, immediate access to critical parts, shortening time to resolution, and continuously improving the operational efficiency of their IT staff. With LOIS, our customers can better meet their business objectives and focus their attention on what they do best...innovating.

Key benefits:
- Immediate access to hardware replacement components
- Automatic replenishment of hardware components
- Ability to view parts inventory at any moment from any device
How does LOIS work?
LOIS enables customers to achieve their goals for improving asset supportability and managing spare parts.

With LOIS agreement in place, Dell Technologies provides recommendations and assists customer in installing and stocking onsite depot.

Hardware issue detected. Diagnosis is to install replacement part.

Customer scans replacement part out of onsite depot, replaces defective part and returns defective part to Dell or Dell EMC

Dell or Dell EMC automatically sends replenishment.

Customer scans replenished part back in to their onsite depot.

With LOIS you can immediately service your critical systems by stocking parts at your location. Unlike a traditional "parts locker" service – LOIS is cost effective and parts can be kept in any location you want (such as a cabinet, shelf, mobile cart and so on).

To learn more about LOIS, please contact your Dell and/or Dell EMC representative.