



## DESCRIPTION

Help improve performance of new projects, visibility of stock and accountability.

## VALUE

100% project delivery, reduced capital expenditure.



Enhancing Operational Efficiencies

## The partnership & what it set out to do

Neos Networks believe in making complex connectivity challenges simple by providing businesses, government organisations and their partners a better network experience by combining the expertise of dedicated teams with innovation and technical excellence. Furthermore, Neos Networks has an extensive UK-wide network that offers a wide range of products and integrated solutions including leading edge WAN, Ethernet, Optical Wavelengths and Dark Fibre services.

Neos Networks partnered with Multimessage in December 2022 when they were in need of a partner who understood telecoms technology and logistics. Multimessage provide the ability to configure, test and repair products, but could also provide the skills and means to recover assets for reuse or securely recycled to Waste from Electrical and Electronic Equipment (WEEE) regulations. Multimessage would also be able to provide use of their warehouse with 1100 pallet spaces and 24/7 storage and logistics, alongside a bespoke partner portal. Multimessage, a carbon neutral company, were the perfect choice to help Neos Networks improve performance, streamline their services and help them become even more sustainable through their supply chain.

Let Multimessage make life simple.



Due to Neos Networks exponential growth, their demand for stock was increasing and their delivery success for both the time and accuracy of the picked parts was below where it should have been. Therefore, their system required restructuring. In order to improve these systems, the first challenge was to design and build a bespoke portal to support Neos Networks now and well in to the future. Not only was this one of Multimessage's unique selling points, but it would also be the key to improving efficiency and service.

Stock location, visibility and stakeholder management was essential as it would reduce capital expenditure, improve delivery and fault fix times. The vision was to have better control of large volumes of stock, from various locations, in a centralised way for a more efficient service.

Let Multimessage make life simple.

## What happened next?



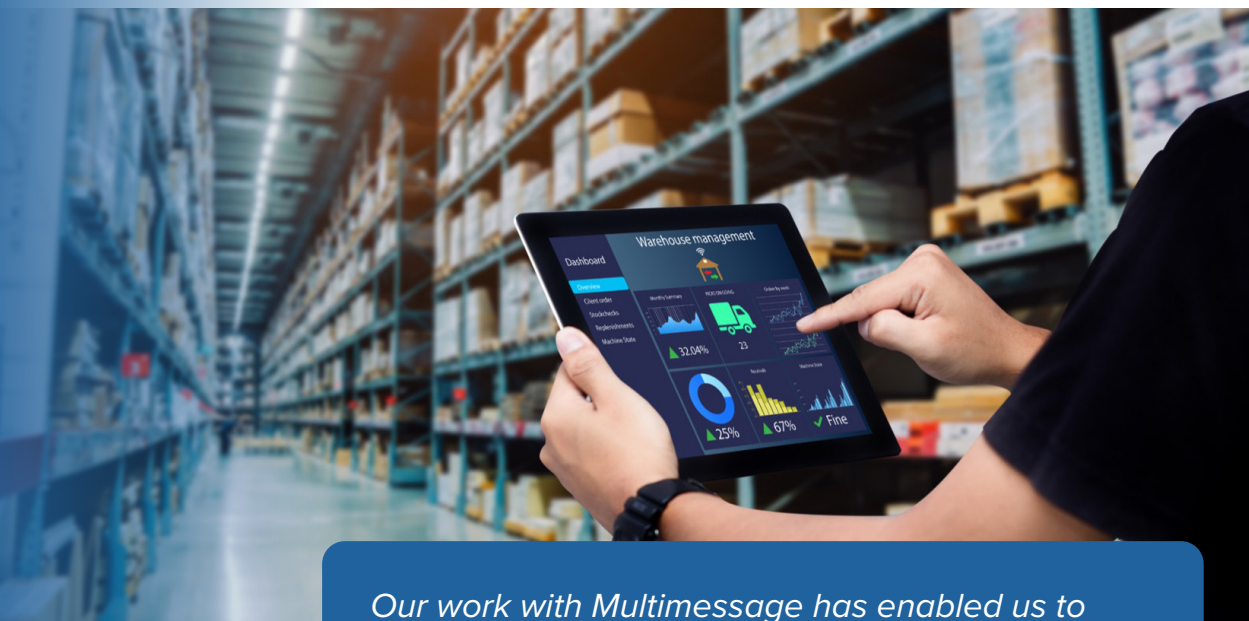
The project was split into two parts, portal development and logistics.

The portal was developed on an agile basis, allowing us to deliver regular training and Q&A opportunities to ensure transition to a new system was smooth. The project portal designed would allow project managers greater control and visibility of hardware. With clear objectives and Multimessage's experience, the solution built would provide visibility to all stakeholders; procurement, project managers, planners and management.

In terms of logistics, the ability to move large volumes of stock in a short period of time required planning and co-operation from all parties;

- Neos Networks had to identify urgent, rare or time critical kit to be moved as a priority.
- Planning when to access stock on mutually acceptable dates where the kit was previously held.
- Resources needed to be ready at Multimessage for receiving and adding thousands of items into stock within agreed timescales.

Let Multimessage make life simple.



*Our work with Multimessage has enabled us to achieve a more efficient way to manage our stock. The drive, tenacity and commitment Multimessage has brought to the project has allowed us to realise our vision. Without their consultative approach and dedication, our stock management and logistics would not have improved as much as it has. This partnership will ensure we continue to deliver a better network experience for our customers as we enable the digital future.*

**Ali Johnstone** NEOS NETWORKS

Since partnering with Multimessage, Neos Networks have vastly improved performance, with 100% success on project delivery due to the services provided by Multimessage.

Multimessage's efficient processes and experienced warehousing team relocated stock from all previous locations around the UK within a very small time frame. New practices were embedded with zero impact to Neos Networks business, projects, provisioning or installations.

As a result, a reduction in capital expenditure has been achieved, with greater stock integrity accomplished through the process. Improved reporting and project manager accountability was embedded to ensure the business and customers service thrives.

For more information

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