



Case Study: **Blue Coat Systems** **Business Intelligence Program**

Business Challenge

Blue Coat Systems, Inc., a leader in internet security and WAN optimization, values leveraging industry best practices to increase their supply chain efficiencies, manufacturing outsourcing, logistics, spare parts, reliability, and global distribution. For three years, they have engaged with TFI's Business Intelligence Program to support them with strategic planning and research on an ongoing basis.

TFI Solution

TFI's Business Intelligence Program provides Blue Coat with a cost and time efficient way to manage growth and strategic decisions. Services have included benchmark studies in manufacturing strategies and reliability, supplier searches and contract evaluations, internal strategic research, product logistics analysis, customer and vendor satisfaction studies, employee workshops and certifications, and executive-level operations staff searches.

Results

With TFI's analysis of product logistic routes and efficiency recommendations, **Blue Coat was able to halve product miles travelled, reducing collective costs to customers by \$2 million.**

Other accomplishments include developing a robust spare parts strategy, saving Blue Coat warranty replacement costs and speeding product replacement services, providing independent product reliability leadership confirmation for the company, and benchmark studies that led to improving their contract manufacturer selection process.

Results:

"I strongly recommend this program for any company seeking to gain efficiencies and industry intelligence."

*-Monte Moore,
Vice President
Manufacturing
Operations,
Blue Coat Systems*

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