



# Spectra Logic expands with FedEx® Global Returns

We live in a world where people share information nonstop. And all that data has to go somewhere. Every picture, tweet, and email have to be stored. That's where Spectra Logic comes in.

The company, based in Boulder, CO, builds high-capacity data storage machinery for high data users, such as media and entertainment corporations, government agencies, and universities. Customers like these trust Spectra Logic to store and protect their most critical data, virtually forever. And FedEx Global Returns helps build that trust.

## Easier returns for customers

Spectra Logic has thousands of machines installed around the world, and occasionally, a machine's components can fail.

"Our customers have invested a lot of money — not just in our equipment, but also in the guarantee that they're going to have access to data that's stored in our equipment," said Bonnie Jimenez, Global Distribution Manager at Spectra Logic. "We have to minimize their downtime, which means getting parts to and from 54 different countries."

That's why FedEx Global Returns has been essential for their business.

"It's so easy for our customers to use," said Jimenez.

When Spectra Logic needs to ship a part, they put their outbound label on the box, and they put the return label and necessary customs documents in a kit inside the box. Then, all customers have to do is remove the new part, repack the box with the damaged part, and return the box to their FedEx courier.



"I would highly recommend FedEx Global Returns. If you're in an industry where getting parts back is critical to the success of your organization, you need to have this solution."

*Bonnie Jimenez  
Global Distribution Manager  
Spectra Logic*

## Easier returns for shippers

Spectra Logic relies on FedEx Global Returns — not only to ship refurbished equipment back to the customer, but also to analyze and improve their own processes.

“Through the use of FedEx Global Returns, Spectra Logic was able to eliminate a lot of the challenges involving delayed shipments and missing customs documents,” said Michael Ward, Senior International Account Executive at FedEx Services.

With the help of FedEx, Spectra Logic broadened its reach to new markets, including parts of Europe, Latin America, and the Middle East. There are complex customs regulations in these new regions, and Spectra Logic needed someone on their side with the expertise and global reach to handle all of their international returns.

FedEx Global Returns has given Spectra Logic a new level of confidence in their international return process that enables them to better satisfy their customers and more efficiently expand their global reach at the same time.

**FedEx. Solutions That Matter.®**

### Learn more about FedEx Global Returns

To find out how to streamline your returns, go to [fedex.com/globalreturns](https://fedex.com/globalreturns) and select your country, or call your FedEx account executive.