

## Case study, Global Repair

ARISE won a contract to establish a repair process to support a requirement to upgrade the Eircom Broadlink PABX which was the Clients design & manufactured product. This same product is also sold by BT as Versatility. ARISE upgrade & test 100 main boards used in the Broadlink system and send them directly to Eircom. The Eircom Engineers then visit each customer site & swap the main board in the customers system for an upgraded board. Eircom then consolidate the returned boards in Dublin and once a week sends them to ARISE. At the same time, ARISE send the upgraded boards received the previous week back to Eircom so there are weekly shipments each way. Engineers & Quality Management from the Client visited ARISE, trained the ARISE Engineers in Limerick and approved the process. As a result of the success by ARISE on this project, the Client in Dublin asked ARISE to put in place a similar upgrade solution in the USA for their Encore product line which is essentially the same as Broadlink above and sold through its dealer network. However due to the large geographical nature of the region (All 50 states including Alaska & Hawaii) to be covered & the existing dealer network it was decided to employ a different solution. ARISE worked with its partner CEVA Logistics to design an Advance Replacement solution with Hotline & Repair centre based in Austin Texas. When the dealers make contact with the technical support hotline in Phoenix, Arizona reporting a problem with the Encore product which is symptomatic of the problem being fixed by the upgrade the Hotline provides them with the number of the ARISE hotline in Austin Texas which is setup specifically to resolve this problem. The dealer calls ARISE and the Hotline arranges for a full working system to be sent to the dealer. The dealer visits their customers' site and swaps out the defective unit. He then sends this defective unit back to Austin using the AWB and instructions provided with the replacement unit. He can even use the same packaging provided if has not been damaged on the outward journey. ARISE then receive the defective machine into the repair centre complete the repair & test of the defective unit and apply a new serial number at the end of the process. This repaired unit will then be added as available for use as a replacement machine for another customer in the future. Sometimes units which come back from the field are damaged cosmetically and this means that the repair centre must also restore the unit to a "As New" cosmetic condition to make it acceptable to another customer to receive as a replacement. In addition, the Client asked ARISE to identify certain units which are considered to be too low a revision for upgrade and to retain these units (Do Not Repair and make available as replacement machines) for onward shipping to Malaysia. Also, any units which had significant other problems not associated with the upgrade solution must also be identified and retained for shipment to Malaysia. All machines which are upgraded must receive new part number/date code labels. All units upgraded must get new boxes & associated labeling.

ARISE used its proprietary TRAX4 system to design a Hotline call and service intervention database which captures the Dealers details (Name, Address, contact) and service request. This database places a demand on the ARISE shipping department to send a replacement to the dealer. It also provides for the scanning and capture of the following information

- Serial number of the system being sent to the Dealer
- Serial number of the System being returned by the Dealer
- New Serial number assigned to the Upgraded system after upgrade
- AWB of the replacement system being sent to the dealer
- AWB of the returned system after the dealer has swapped the unit in the field

The TRAX4 system provides the Client with the reporting ability to oversee all aspects of the program