

## **RMA Field Return Repair Case Study**

ARISE were awarded a major contract with a Blue Chip company to manage the repair & refurbishment of all their EMEA returns. The products they are managing include, server console servers, digital extensions, embedded (IPMI), server processor managers, wireless mobile & video display solutions. The work involved, includes, identifying the problem, implementing a corrective solution, checking for any engineering changes including software updates. Arise will be handling product returns from all of its Client's major markets & in addition they will also be managing the returns from its Client's major OEMs. This contract is extremely complex but because of ARISE's experience & expertise in this space, they were able to implement an effective process. In order to put in perspective & to give an idea of the complexity of this project, there are over 200 different products & each product has a specific bill of material with some having in excess of 20 different parts for each product. Arise will handle all of the planning, storage & purchase from its Clients approved suppliers along with managing the supply of components provided directly to Arise by its Client. Arise will have full access to its Client's reporting portals & they will keep this updated on a daily basis so its Client has full access to all activities related to its products in Arise. This involved Arise writing an interface for its hugely successful TRAX4 proprietary repair, inventory & logistics system. One of the key requirements that the Client demanded from the successful supplier was that it was ISO9002 which Arise is & the Client also needed to ensure that the supplier would be successful in any UL audit that may take place at Arises' facility. Arise has located some of its engineers in the Clients facility so that they can be fully trained on the product range & the process. Through the successful implementation of the above processes the Client has requested ARISE take on additional new work. This is as a result of the confidence level ARISE's management team & its engineers gave to the Client.