

## **Case Study, Repair & Technical Support Centre**

Major blue chip Client required technical support & a repair centre for the handling of Notebooks. End users purchased these Notebooks through major retail outlets, ie, Dixons, Comet, John Lewis, Carrefour, Media Markt, Saturn & other major providers. These end users phoned the local support number from the product literature of the unit they purchased. As a result of the success of ARISE handling the technical support side, the Client invited ARISE to attend various meetings with these major retailers. This was a huge vote of confidence in ARISE. The main languages used in the technical support centre for this Client were, English, French, German & Spanish. In addition to handling the technical support, ARISE were awarded the contract for repairing the Notebooks. ARISE handled 2000 units per month. The repair included receiving, diagnosis of the problem against the reported problem from the customer, repair by changing spare parts, test after repair, quality check prior to packing & finally a packing process into new boxes. Very stringent SLA's were set, all repairs had to be completed within 72 hours of arrival in the ARISE repair centre. Not only did ARISE meet the target but we exceeded it. ARISE provided an integrated Hotline & repair centre database for the purpose of managing the Client business. Using the database ARISE were able to provide one view via the internet from record of call taken to repair record completed for both the end user and the Client. ARISE also designed IT systems to gather data on parts used during repair which were then uploaded each week into the Clients Warranty Claims database. This data incorporated seven separate sets of codes used by the Client to describe the repair which has taken place. It provided for identification of situations such as units returned for 2<sup>nd</sup> time repair. The ARISE TRAX4 system also provided the Clients Corporate customers with the ability to group the repair history of all the products they purchased as a subset of the total repair population. It also provided an interactive element where these corporate customers could book their own repair requests on line.

ARISE provided the Client with a high levels of support for some of their customers whose business required a quicker response than normal. For example: Lufthansa purchased the Clients notebooks for use in calculating the optimum weight distribution in Cargo Airfreight. When one of these Notebooks failed and needed repair, it would be collected on the same day by ARISE and be in the repair centre by 9 AM the following morning, repaired the same day and back with the customer on the following day everytime. This service level was achieved by ARISE stocking all spare parts for Lufthansa notebooks and using a RED TAG priority repair process.

The above case study demonstrate quite clearly how good ARISE are in terms of handling complex requirements from its Clients & delivering the service on time.