

Retail Case Study

ARISE contracted to provide Technical support on a First & Second Level basis for the UK/Ireland for a major Taiwanese Client. This involved setting up a team of people, having them trained on the products & working closely with our Client to ensure a successful launch. The products handled by the team are, Scanners, Digital Cameras, Camcorders, Digital Picture Frames, Portable DVD's, Portable Digital TV's, DVD Recorders & Bluetooth Headsets. We set up a local UK call rate number & consumers requiring support called this UK number & the call was answered by our local agents in our Irish facility. In addition to providing telephone support, we also handled all e mail support issues. Within a short period, as a result of our success on the Technical support, the Client awarded us additional services to handle. These included,

- The provision of a product returns request point of contact for the Client's Retail customers.
- Handling product returns from Retailers, Distributors and end users with an effective RMA procedure where our Agents identified an issue with the actual hardware.
- Provision of updated drivers, remote controls & other accessories directly to end users to resolve defective products during warranty period.
- Consolidation of these returns from various locations resulting in significant savings for our Client & returning them to our European fulfillment centre in Ireland.
- Full inspection of all products by our quality department & a complete report sent to our Client detailing our findings.
- Repair faulty product returns, re pack & return to Client.
- Managing the communication between the Retailers & Client Key Account managers in relation to any quality issues/returns.
- Consolidate all returns & return to our Client's European warehouse.
- Provide technical support for Client's major OEM customers.

Monthly reports are issued to the Client detailing, call volume, measurements against SLA's set by the Client, detailed RMA report for each Retail return as per Clients instructions. ARISE are now looking at additional opportunities that their Client has requested them to develop.