



EUROPEAN SERVICES INTEGRATOR

Hello,

NSE SERVICES developing into the heart of Europe.

Pursuing the strategy of integration and developing services all over Europe, it has been decided to increase the production capacity of our site in Vichy Abrest in order to make our industrial organisation more efficient and to meet the demands of our customers.

Therefore NSE Services has bought and renovated a new building with the surface of 2000 square metres, situated at the site. This has given us an opportunity to organize printing as an independent activity, to acquire space for stocking up components and spares, and, finally, to join administrative services and management.

Under the direction of Jose PARETS, our Managing Director, and Alain ROCHER, our Service Delivery Director, we have restructured the organisation of the production lines as follows:

- ▶ computing, desktops and laptops,
- ▶ printing,
- ▶ video / display,

Each industrial building will accommodate a certain activity, which will be provided with its own logistics support.

At present the whole of our production lines at the site of Vichy Abrest is spread around of the surface of 12000 square metres.

We are committed to continue the support of our "Customer Care Center" with its 160 members of staff speaking 11 languages (and representing 15 nationalities) in order to meet the demands of our customers, i.e. to provide service for end users in the interests of our customers, constructors and manufacturers of high tech products.

International orientation constitutes the main basis of the "One Roof Concept" of NSE.

**François Lacoste**

President

**José Parets**

Managing Director

[www.nse-groupe.com](http://www.nse-groupe.com)



**NSE Services** has participated in the fair “Carrefour des Hautes Technologies” (“The Crossroad of High Technologies”) organized by the Carrefour Groupe. The fair took place at the Exhibitions Park of la Porte de Versailles from the 19th to the 22nd of September.

**NSE Services** was present along with the most important companies producing consumer electronics in order to meet store managers, heads of sections, managers of after sales service and other vendors attached to the **CARREFOUR** group.

The purpose of the meeting was to present and to give a detailed account of the whole range of services, offered by NSE Services in carrying out the warranty repair of TV “Bluesky or Firstline” TV’s as well as other brands.

**NSE Services** would like to demonstrate its willingness to meet the demands of its customers and to offer them a quality service which is constantly developing.

**Christian BLONDEL**  
Business Development Director  
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▶ **What is PRIMA?**

P.A. : PRIMA is one of the European branches of the PRIMA-XOCECO group which is based in China. PRIMA occupies the 8th place in the world's manufacturers of TV LCD/PDP, with 1.6 million TVs produced. PRIMA has been historically located in China, accounting for 19% of its market; it has vigorously won 4% of the market in the United States, in the Middle East and is now envisaging to develop activity in Europe. Last December PRIMA France was created.

▶ **What are your goals?**

P.A. : First of all we had to create a structure promoting integration at the European level. We have opted for mastering production, having acquired the site of Continental Edison in Creutzwald, which will allow the volume of production to reach 250 000 TVs in 2007 and 50 000 TVs already in the last quarter of the current year.

We have planned for our European deployment to have two basic sites: one in Germany and the other in France, from these basic points our development will spread. Hitherto, we were selling our products to the OEM market with TV LCD being the main product, but also PDP. In the future, we would like to visit other countries, where possible, to get acquainted with our products directly.

We will finish our first production experience with the turnover of approximately 100 million euros and we envisage this figure to exceed 150 million euros in 2007.

▶ **Why choose NSE Services for the warranty maintenance of your products?**

P.A. : It is very simple. We needed to reach an agreement with a company providing services on a European scale, which has already obtained a solid reputation in warranty maintenance of TVs. NSE offers the range of services we need, depending on the functions of our products, of standards and specific country characteristics, and of the needs of our customers. NSE has naturally presented itself as a perfect partner.



Philippe ALEZARD, MANAGING DIRECTOR OF PRIMA FRANCE

## PLEDGE OF QUALITY

NSE Services sites are certified by l'AFAQ under reference QUAL/2003/19690..

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The primary goal of NSE Services is to satisfy end users of the products sold by our customers.

We are deeply convinced that while bringing full satisfaction to the “customers of our customers” we guarantee that they will be buying their products again and again and we consolidate the public image of the “customers who give us order” and on whose behalf we are acting.

Today one of the challenges we are facing is to reduce the total time of the realization of the service.

The time of realization is directly linked with the availability of the whole range of components necessary to repair the equipment which has been entrusted to us.

Any break in the chain of the supply may results in :

- ▶ the products put on hold in the work shop,
- ▶ impossibility to replace defective products due to the fact that the stock of remanufactured products is not sufficient.

In both cases the user is deprived of the equipment to function properly and regularly calls customer service to obtain information.

To help its “ customers - partners” to cope with problems related to the supply – very often vital for their success – NSE Services studies alternative solutions together with them, such as:

- ▶ repair of the electronic cards,
- ▶ forwarding the products on hold due to the lack of components onto the assembly lines of the manufacturers,
- ▶ operations of dismantling to recover functional parts for recent products ,
- ▶ replacement of the defective product by a new equivalent product.

The partnership between NSE Services and its customers is the key to improve the quality of the service offered to the users.

Yours Sincerely,

**Laurent Favier**  
Quality Manager  
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