

INDEX

APPLIED ELECTRONICS

COMMUNIQUES

QUALITY POINT



EUROPEAN SERVICE INTEGRATOR

“You sell, we’ll look after the rest”!

This is the message we deliver to our customers.

The know-how of NSE Services is indispensable, when the question is to find **the** service solution that will encourage the sale of our clients’ equipment and improve their image in the market in which they have invested (computer, professional electronics, medical electronics, public electronics, automatisms...)

For each service diagnostic, we adopt our strategy as shown in the “automatisms” service support example described in this “e-letter”.

NSE Services is much more than just an equipment repair industry.

NSE is above all a specialist in “global solutions for support services”.

On a European level, our experts manage for our clients, their purchasing system, on-site repair network, after sales logistics, assistance requests from customers for their products, collection of units and repair and return of equipment. All of these services are carried out while respecting the time limits which are more and more restrictive and remaining vigilant concerning European norms and regulations (as described in the article below relating to the reduction of dangerous substances contained in electric and electronic equipment).

Concentrate on selling your products and rely on us to set-up **your** after-sales solutions.

Enjoy the read!



**José Parets**  
Managing Director  
[www.nse-groupe.com](http://www.nse-groupe.com)

For the last 5 years, the NSE Services site situated at Evry (Paris) has been specialised in the areas of cash dispensers and money change machines in partnership with recognised market-leaders such as Thalès E-Transaction and Fujitsu Services. This specialisation has enabled us to develop certain skills, notably in the following areas :

- ▶ Access control systems for toll bridges, car parks (currency note scanners, change distributors, ticket scanners, printers...),
- ▶ Bank cash dispensers (currency note scanners, bank terminals...),
- ▶ Electronic payment terminals for large chain stores (barcode scanners, credit card scanners, screens, keyboard printers for cash tills).

Our technicians have acquired extensive technical expertise in both curative and preventive areas for electronic and electro-mechanical products.

NSE Services has plans to expand its areas of competence to the following fields:

- ▶ Medical electronic and computer services,
- ▶ Specific electronic applications for individuals,
- ▶ Security (surveillance and access control),
- ▶ On-board electronics.

For each of these areas, NSE Services offers a complete services proposal that has been proved for its efficiency and its added value:

- ▶ Client interface (technical support, monitoring customer orders),
- ▶ Coordination and follow-up with other partners (distributors, technical support, subcontractors),
- ▶ Stock and logistics management (spare parts and separate repaired unit parts),
- ▶ Transport management (collection / delivery, exchange...),

in France and also on a European level.

A special sales support service as been set up for this purpose.

**Didier BOURGEOIS**  
manager of Evry site  
[dbourgeois@nse-groupe.com](mailto:dbourgeois@nse-groupe.com)

**Christian BLONDEL**  
development manager  
[cblondel@nse-groupe.com](mailto:cblondel@nse-groupe.com)



## Panasonic

One of the many activity sectors of Panasonic is the distribution of a whole new range of multi-functional faxes and laser equipments.

To manage the warranty business for a certain amount of these new products, Panasonic has set up with NSE an on-site technical exchange service which involves:

- Personalised customer service,
- On-site repair in France,
- Exchange of defective fax machines and availability of spare parts.

Panasonic aims to provide a next day on-site repair service for its customers. By adopting this system the repair service for these products can be centralised. This therefore simplifies the monitoring of spare parts, technical reports and enables more control on certain processes such as costs.



NSE Services - partners of LaCie for the warranty business of its screen product range.

LaCie has chosen NSE Services to manage the repair service for all its monitors.

LaCie proposes its customers an advanced warranty service that enables them to directly benefit from an on-site exchange. The defective screens are then assembled on LaCie's European logistic platform before being forwarded on for repair at NSE services.

Frédéric GALTIE has declared: "It is important for us to establish a partnership with a company such as NSE Services who already has experience with many of the largest screen manufacturers. NSE meets with all our defined quality criteria, that enables us to provide our customers with a high quality service.



## PLEDGE OF QUALITY

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

With respect to its ISO 14001 conformity obligations, NSE Services keeps a close watch on any changes relating to these regulations.

This European directive known as “ROHS” (Restriction of Hazardous Substances) will become obligatory from 1/07/2006.

In association with its customers, NSE Services has adapted its procedures in order to identify at each step, the nature of the products and application of the necessary solution required :

- By telephone, our customer services teams check if the product is in conformity with procedures provided by the manufacturer. If this is not the case, we therefore propose an exchange solution with a product that conforms to standards.
- Our reception of goods department identifies the products once unpacked enabling them to be easily sorted and stored.
- Our repair labs use the relevant components depending on whether the product is in conformity with ROHS regulations or not.
- NSE employees remain conscious on the impact of their activities regarding this European Directive, internal work documents are regularly updated, storage areas are clearly identified to avoid any potentially dangerous mixtures.
- All the products used in the repair procedures are in conformity with the directives: cleaning products, soldering, packing ...
- Thanks to its management system, NSE Services adapts itself easily to the increasing developments in client and regulatory demands.



To subscribe or to unsubscribe

[http://www.nemesi.fr/letter/nseletter\\_us.php](http://www.nemesi.fr/letter/nseletter_us.php)

For technical problem [infos@nemesi.fr](mailto:infos@nemesi.fr)

Declaration **CNIL** N° 853153

*You have a right of access, of modification, correction and suppression of the data which concern you (Article 34 - Law "Informatique Et Libertes" January 6, 1978).*