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« European Services Network »

Hello,

Within the framework of our **European Services Integrator Strategy**, we brought together all our European partners for the first time on the 28th February and 1st March at our Abrest site.

This meeting had two major aims:

- ▶ Intensify our common marketing policies,
- ▶ Optimise our procedures and operational way of working.

Beyond these objectives, this first meeting made it possible for us to reinforce our commitments and the cohesion of our European network around our company's values: Rigour, Honesty, Hard Work, Frankness and Humility.

Created upon the initiative of NSE Services, **the European Services Network** includes seven active members: **ALBACOMP** (Central Europe in co-operation with **NSE Hungary**); **FREE** (Spain and Portugal); **FRS** (Benelux); **TEKNEMA** (Italy); **RTS** (Germany and Austria); **REPAIRTECH** (UK).



European Services Network

During this meeting the managers of each member company reiterated their firm will to work together in order to answer to our customers demands: reduction of transport costs (local repair) and improvement of deadlines (TAT).

As an alternative to our competitors' inflexibility, we offer the flexibility and force of a network of independent European companies that places quality and customer satisfaction at the centre of its concerns.

Enjoy your read

Kind regards

José Parets
Managing Director
www.nse-groupe.com



Partners - mars 2007



NEC computers and NSE Services have been partners since 2003 for handling the warranty on their range of Notebooks for the whole of Europe.

Today NEC and NSE are giving a new impetus to their co-operation by privileging a local service that links in with NSE's 'European Service Integrator' strategy.

In order to explain this evolution, Charles Gaudron and Marie Laure Sauvion of NEC Computers have agreed to answer our questions.



Gaetano LA ROSA
Executive Director
Customer Service & support



Charles Gaudron
UltraCare Solution Manager



Marie-Laure Sauvion
Regional Service Manager - Partner Management

▶ **NSE – How is NEC Computer’s product offer orientated since the transfer of Packard Bell’s activities ?**

Packard Bell primarily directs its offer towards the consumer market. Since the transfer of Packard Bell’s activities, NEC is accentuating its investment in its initial branch of industry, the professional market. Our customers are demanding and need to be treated with the greatest professionalism. Also the PURR guarantee allows for the collection of laptop computers directly at the customers without any additional expenses for him. NSE’s support is therefore crucial and decisive.

▶ **NSE - Which evolutions on the services offer do you intend to offer to your customers ?**

It is true that NEC currently solicits NSE in order to provide to its customers with better services For example NEC is very interested by the increase in NSE’s geographic coverage.

During 2006, NEC and NSE worked together on a new service organisation. Whilst keeping a centralised European service for the customer interface, the coordination of each RMA, the supply chain and reporting, NSE set up a local service for interventions at the customer’s site and repairs, via its network of European partners (European Services Network).

▶ **NSE This deployment is operational in England and is currently being initialised for Benelux. What are your first observations, have you noted any advantages, and which ones ?**

The upkeep of a centralised interface is a key point for the future evolution of our partnership. NEC has noted an improvement in the level of service in England following the set up of Repair Tech. The principal advantage that NEC has gained is the confidence of its customers. The installation of an identical system for the Benelux countries is thus very interesting.

▶ **What are you expecting of your partner NSE for the years to come ?**

To continue to develop our partnership within a relationship of confidence and common interests

Christian BLONDEL
Business Development Director
cblondel@nse-groupe.com



▶ **Who is FUNAI ?**

A.S. : FUNAI France belongs to the Funai Electric Group, which is listed at the Tokyo Stock Exchange. Funai is a Japanese group specialized in the manufacture of consumer electronic products. We count among our OEM customers some of the most prestigious brands of consumer electronics, and this is thanks to our products of an exceptional quality at an extremely competitive price. World leader on the video and DVD players and recorders markets, we are also manufacturers of TVs with cathode ray tubes (5th world producer) and of LCD TVs. On this market, our evolution is spectacular, as in 3 years, we have become the number 2 in volume on the American market, in particular thanks to a partnership with Wal Mart. In Europe our growth on the LCD TV market is also constant. In 2 years, we have entered the very coveted TOP 5 of LCD TV manufacturers.

▶ **What are your prospects ?**

A.S. : In 2006, we started the activity on July 1 and made a turnover of more than 11 million Euros. With regard to 2007, we envisage a turnover of more than 50 million Euros, in particular thanks to the solid partnerships established with the largest French distributors. Our strategy consists of limiting the number of references and occupying the very first place for volumes. This is how our LCD TV 20, for example, became the best sale on the French market, for all sizes, during recent weeks. Our ambition is to become number 1 in volume on this market.

▶ **Why choose NSE to deal with the guarantee of your products ?**

A.S. : We are fully conscious of the importance of after sales service in our trade. We pay great attention to it with an aim to guarantee an optimal level of satisfaction to our partner customers and our end customers. We visited NSE's site and discovered its great professionalism, it seemed to us to be an obvious answer to our requirements. Beyond the efficiency that can be measured by the infrastructures of NSE, the availability of its personnel and its references on the French market, we were attracted by the range of services offered, such as Web tracking and the pick up and return directly at the end customers site. NSE seems to us to be quite simply the ideal partner for our development and our requirements in terms of quality. We share the satisfaction of this choice with our distributors



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PLEDGE OF QUALITY

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« To contribute to the satisfaction of our client's end-users »

This is one of the four aims mentioned in NSE's Quality, Security and Environment policy.

One of the parameters used to measure if this objective has been reached is the customer complaints indicator.

Each complaint received, whatever its origin (e mail, telephone, letter) is dealt with in a specific way. After the complaints have been registered in our system by our customer services, they are analysed to identify the causes, and the plaintiff systematically receives a reply, generally with our clients support.

Each complaint is codified in order to be able to extract statistics and identify any recurring causes. The analysis of this data makes it possible for NSE's quality department to set up corrective actions or to suggest to our clients ways of improving services offered to the end user.

NSE Services has always put the customer in the centre of its concerns. In order to improve the efficiency and reactivity of its organisation for the service of our customers, and our customers' customers, the various processes within the company have been reorganised according to the product line: Video, printing, computing and automatic devices. Complaints are often different depending on the type of product handled. This new organisation will enable us to aim for our actions to be closer and closer to customer expectations.



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