

INDEX

EDITORIAL

**RUNGIS : A NEW NSE
BUSINESS AGENCY**

**THE GARANTIE OF NOMADIC
PRODUCTS**

**NSE - IIYAMA
QUALITY**



n s e
**EUROPEAN SERVICES
INTEGRATOR**

The projector: an organization devoted for a specific technology

Good morning,

More than a year ago, we introduced you our new model of service concerning the treatment of the guarantee of projectors.

NSE manages about 300 products month nowadays using DLP technologies and LCD, both on ranges general public and professional upmarket. To serve our customer better, the taking care of projectors is now assured since our Vichy main site.

New facilities :

- ▶ A devoted and secured laboratory with 80m² with all facilities of diagnostic, of test and regulating,
- ▶ A black room with a luxmetre for precise regulatings,
- ▶ Secure storage areas,
- ▶ A suppleness of our teams to absorb any increase of volume.

A linguistic coverage :

- ▶ A customer reception personalized in 15 European languages,
- ▶ A level 2 of Technical assistance and Support

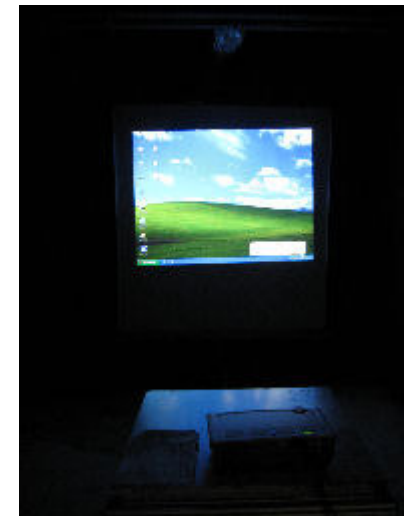
- A European logistic coverage :

NSE offers a European coverage from its sites of Vichy (France) and Székesfehérvár (Hungary) but also through its network partners "European Services Network".

This new organization allows NSE to reinforce its European positioning in the treatment of the guarantee of projectors, by linking commitments of quality and expenses.

For more information, please contact our specialist :
Antoine LACOSTE : alacoste@nse-groupe.com

Christian BLONDEL
Sales Manager
cblondel@nse-groupe.com
www.nse-groupe.com





Outside sight of our site of Rungis

The reorganization occasioned by the continued growth of business has led to the transfer of activities carried out at the Evry site to our major industrial centre at Abrest, Vichy and to the opening at Rungis of a site entirely dedicated to our commercial services operations.

Rungis, which is situated approximately 10 Km south of Paris offers some clear advantages:

- ▶ A free shuttle service is in operation between nearby **Orly airport** and Silic Industrial Park where we are located.
- ▶ **Rungis la Fraternelle railway station** (from which you can reach the heart of Paris in 20 minutes) is only 150 metres from our offices.
- ▶ We are at the crossroads of the **A6, A10 and A86 motorways**.

These advantages have enabled us to ameliorate our commercial transactions and contacts.

The agency, comprising 3 offices and a meeting room with the capacity for around 10 people, is available for all those in our organization who have need to arrange meetings in the Paris area with their clients or potential clients.

My evolving role is to continue to manage a team working with some of our partners whilst taking on new customer relations functions as Customer Account Manager.

Whilst continuing to monitor client accounts, I shall work closely with the commercial and buying teams to identify, pre-sale, potential transport difficulties in order that we may better address the needs of our partners and supplement the services offered by NSE Services.

The current climate of the evolving transport and logistics market, compared with that of our own, requires us to listen to our clients' needs, but, above all, to advise them with confidence and to work with them to find clear and effective solutions from an economic point of view, resulting in client satisfaction.

Along with Christian BLONDEL and his commercial team, I hope to welcome you at Rungis in the near future.



Didier BOURGEOIS

Customer Account Manager Site Rungis

dbourgeois@nse-groupe.com

30 rue du Morvan

BP 80583

94663 RUNGIS CEDEX

Tél. : 01 49 79 41 00 – Fax : 01 41 79 41 09



F I T, Feel in Technology, headed by William Bouzemarene, is one of the specialists in the development, incorporation and marketing of nomadic products.

Under the name of « nomadic products” we can find the portable DVD , the portable TV , the MP3 reader and the MPEG4 video and GPS signal receivers.

FIT directly comes from agreements with the best worldwide constructors of electronic nomadic products. The strict choice of his industrial partners is made on the high quality of manufacture, on the anteriority and experience of production with the western markets, subjected to the very strict rules of quality and environment protection.

The capacities of research and development, innovation and understanding, the certification of products and their incorporation, are the real proof of the satisfaction of the market’s demand, always demanding more in terms of renewal concepts, technical innovation and, an important criteria for consumers in regards to nomadic products, the design.



For this kind of product the guarantee comes through a simple but efficient service.

NSE and FIT have finalized a model of service which can assure :

- ▶ For products requiring it, a service of support and assistance to the user, giving the customer an optimum use of his acquisition and contributing to restricted not justified returns,
- ▶ A monitoring of the guarantee of products ,
- ▶ An immediate exchange service from NSE logistic site and a delivery in France and Europe,
- ▶ Management of allocations in direct link with the production sites,
- ▶ An organization guaranteeing a service while supervising expenses.

This organization adapts itself to every new product released for marketing in France and across Europe.

For FIT

William Bouzemaene

wb@feelinttechnologies.com

www.feelinttechnologies.com

For NSE

Antoine Lacoste

alacoste@nse-groupe.com

www.nse-groupe.com



Iiyama and NSE are partners since 2009.

Today Iiyama and NSE have given a new drive in their collaboration.

To answer these evolutions, **Frederic SERAFIN** – Sales Manager and **Hans DEPNER** – Services Manager for Europe agreed to answer our questions.



Christian BLONDEL : What is your new Business evolution of Iiyama ?

Frédéric SERAFIN : Iiyama International has completely revised its range during the past 24 months, the time of its introduction in the Japanese Holding Company M.C.J.Computer, with a new range of LCDs monitors with very high performances, with the best reactive time (2 ms !), the most important brightness (upto 3000:1 !), the largest connectivity (VGA, DVI, HDMI, ...).

This evolution was of course accompanied by competitive pricing policy in accordance with expectations of the professional market and also the general public, high demanders of “flat” monitors, in the context of CRT renewal monitors which had become too bulky and ugly.

CB : What are you prospecting on the French market ?

FS : 2005 saw the return of Iiyama on the French Market with volume sales of 60 000 monitors for the whole year but also numerous awards, in the press, or on the Internet during tests or comparatives with our direct rivals.

We re-became a major player in e-commerce and worked hard at our development of industry markets as well as the administrative market We will have to continue in this way but not forgetting the large players in specialized stores. We would also like to develop specific markets, like tactile monitors, glass screen protected monitors, the monitors in the world of home technology and medical equipment in order to use the standing of our brand with its known technical competence, good service and price range.



Frédéric SERAFIN

CB : What is your service policy ?

Hans DEPNER : Every European country has its particularities in terms of service. That's the reason why **IYAMA** decided to have independent partners in the main countries while keeping a centralized coordination with regards to management of products, parts, and technical information.

CB : What are your reasons to have chosen NSE Services ?

HD : **IYAMA** and NSE work together since 2003. NSE has persistently adapted their offer and their organization in the market's evolutions but also upon **IYAMA**'s request.

Today **IYAMA** favours the grouping of services, customer support on site and off site repairs under the same « roof » giving a better coordination and especially a better reactivity.

In the context of a stable partnership, it is easier to be focused on the improvement of procedures and the exchange of information which contribute to give a good quality of service, thus, control of costs.

In addition to a technical relationship, it is also important to bring solutions to every particular case, gearing service towards growth.



Hans HEPNER

PLEDGE OF QUALITY

NSE Services sites are certified by
l'**AFAQ** under reference
QUAL/2003/19690.
Certification **ISO 9001** and **ISO
14001**.

To subscribe or to unsubscribe
click here
For technical problem
infos@nemesi.fr

Declaration **CNIL** # 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).*

We are very happy to announce to you the assertion of the certification QE (quality/environment) of our company according to the international frames of reference ISO 9001 : 2000 et ISO 14001 : 2004 further to the audit's monitoring 1. The report is positive since no nonconformity and no remarks were raised.

This certification concerns and covers our activities of : sale, comprehension and realization of benefits of service, consisting of customer support, logistics and repairs, necessary for the treatment of warranties for electronic, automated and IT products.

An audit took during the 4th / 5th of December 2007 at our Abrest site (close to Vichy), the main goal being to prove that our systems of management are always complied and efficient.

The representative for the audit remarked many positive points:

- ▶ Our strong orientation towards end user satisfaction.
- ▶ Processes better linked and orientated to customer experience
- ▶ The valuation of employee's satisfaction has greatly improved.
- ▶ The fine tuning of management competences through individual discussions.

This result is that of every NSE SERVICES employee who was involved in the preparation and realization of this audit.

We are of course going to follow this commitment throughout the year 2008 to improve the effectiveness of our organization which will be greatly affected by the change of our computer system and to achieve at the end of the year the 2 certifications renewal

