

INDEX

NSE Global offer
A reality each da
NSE Services Flow chart
NSE Services sites



Hello,

This year, 2003, NSE will celebrate 20 years of activity.

We have, today, through NSE Services, built and developed an all-encompassing activity in the electronic and computer fields for our customers to whom we offer logistics, carrier management, repair, call centre/customer interface services

Our strategy is clear : to become a European services partner for the Manufacturers ODM / OEM, and Large-scale Distribution.

Our company's values based on the principles honesty, frankness, Hard work, humility, and rigor, has allowed us to develop solid and evolutionary partnership, with a promising future

This e-letter, which will be published 3 times a year, in April, September and December, will allow us to inform our customers and partners about the evolution of our company and our organisation.

The world is moving, our company too.

We are able, with our business proposal, to satisfy our client's customers, to keep you up to date through our computing network on the achievement of your goals (dead lines, quality), with an optimal budget.

This first edition presents our organisation chart, our expertise in LCD & Plasma display repair, our customs clearance department and our world wide coverage.

Please don't hesitate to contact us for any further information.

Please reading.

Kind regards

François LACOSTE
President
www.nse-groupe.com

PLEDGE OF QUALITY

NSE Services sites are certified to ISO 9001 standards :

- ▶ NSE Services Vichy and Evry by I'FAQ under reference **QUAL/2003/19690** for the repair and the services activities,
- ▶ G2S Grenoble by LRQA under the reference **9912354**

The world wide warranty support : the basis of our global offer

For several years, NSE has concentrated on adapting its offer to centralise solutions as much for customer service as for repair with logistics platforms all over Europe to offer each customer a local and dependable solution. Although this solution has been adopted by the world of computing and computer related technology, the trend is starting up little by little in large scale electronics for new generations of products such as Plasma display, video projectors or TV screen.

NSE wants to go further with its business proposal by offering solution beyond the world wide warranty support:

- ▶ Taking charge of your products as soon as they leave the factory up until their distribution on European market including transit and customs clearance.
- ▶ Recycling and refurbishment of out of date products.

NSE Services, your future customs clearance and distribution platform for all of Europe.

Our offer :

NSE can take charge of your products as soon as they leave the factory anywhere in the world (China, Central Europe...)ie :

- ▶ Affreightment
- ▶ Transit
- ▶ Customs clearance
- ▶ Customs formalities
- ▶ Distribution towards Europe



NSE'expertise :

- ▶ Logistic warehouse of over 6000 square meters based in Vichy (Allier, France)
- ▶ Ability to unload lorries as soon as they arrive
- ▶ Ability to manage bonded goods
- ▶ Customs clearance upon request
- ▶ To respond immediately to each distribution order all over Europe.



The strong points of NSE business proposition

The main advantage is to have one single point of contact for the comprehensive management of your products during their whole life cycle ie :

- Affreightment through Europe
- Customs clearance including administrative formalities
- Storage and distribution in Europe
- Warranty support
- Customer Interface
- Pick-up and delivery on the customer own site
- Repair
- Dismantling of the product at the end of its life cycle.

A lightning solution

- Customs clearance on request
- Optimisation of each step of the process
- Reactivity to each order

An attractive and economical solution

- Our storage costs are lower than those in harbour areas
- Postponement of VAT payment
- Advantage of NSE "line-hauls" towards most European countries, in a secure and reactive way.
- Comprehensive report, available for consultation at any time

In order to persuade you, we are at your disposal to carry out personalised study of your needs. In our next News Letter, we will highlight the dismantling of your "end of life" products.

Christian BLONDEL
Business Development - Director
www.nse-groupe.com



Laboratory LCD and PDP panels

A short reminder

As a continuation of its experience in the repair of CRT monitors, NSE decided, almost 3 years ago, to develop the necessary skills for the repair of the TFT notebooks and LCD displays and more recently TV screen. Since the second half of 2002, NSE has been taking on an increasing workload for this type of service.

What can be repaired on an LCD ?

Beyond the simple replacement of the whole board, NSE can carry out the following repairs :

- ▶ Repair of single electronic components (including the replacement of BGA component)
- ▶ Replacement of the polarizing film (only for TFT and LCD)
- ▶ Replacement of defective drivers and TCP

In order to do this NSE has brought together all the necessary conditions (special equipment as clean room) in partnership with the company display control and several research laboratories.



Why do this ?

Most of the displays are guaranteed by the manufacturers for one year, whereas finished products (notebooks and screen) are guaranteed in Europe for at least two years and up to three years for screen.

What we offer customers is to "save" a large number of defective screens as economically as possible compared to replacing them, in as short a time as possible.

What the result ?

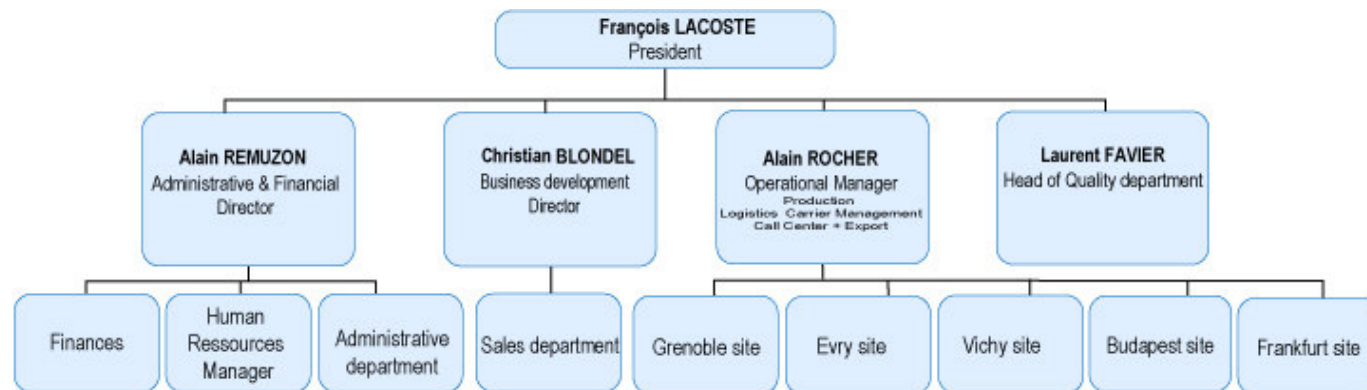
At the present time, NSE can guarantee you a performance of more than 60%, and we hope to increase this to more than 80%, thanks to our good relationships with the Panel Vendors.

The recent increase of our workload in Plasma screens, confirms that this need for repair is real, for which NSE is definitely prepared.

For further information, please feel free to contact a specialist : **Christophe Durand** – cdurand@nse-groupe.com



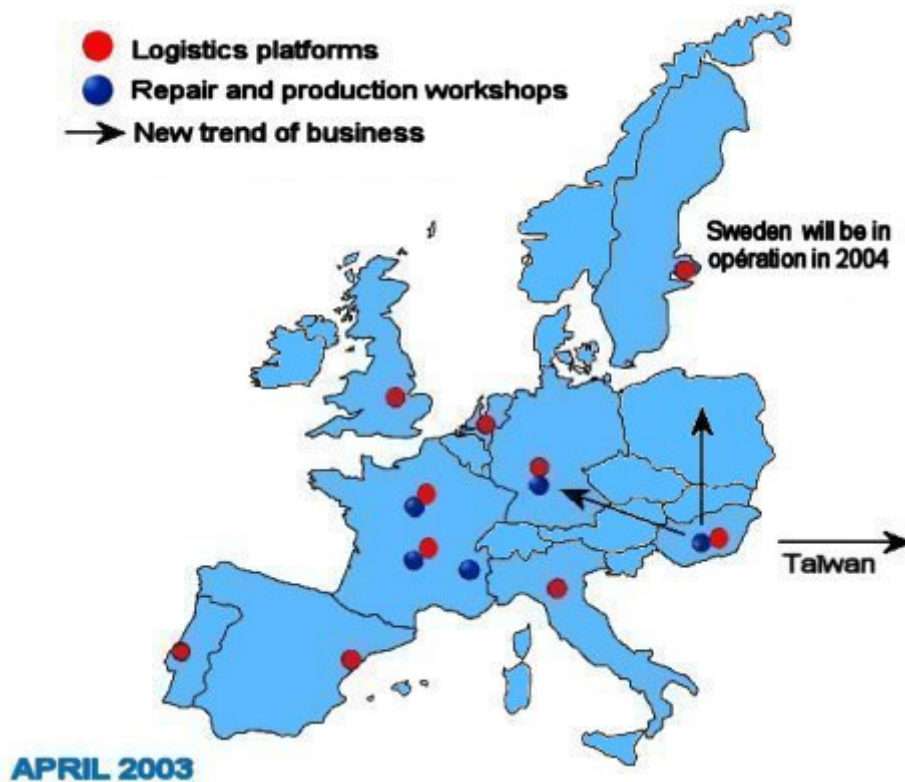
NSE : a customer service



NSE Services
ZI La Tour d'Abrest - F - 03200 ABREST
nseervices@nse-groupe.com



Logistic Building in NSE Vichy



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NSE Services
ZI La Tour d'Abrest - F - 03200 ABREST
nseervices@nse-groupe.com