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**NSE HUNGARIA  
CASH DISPENSING  
& ELECTRONIC BANKING ACTIVITY  
CUSTOMERS INTERFACE CENTRE**



Hello,

Just before the arrival of new countries in the European Union, NSE is working more and more in a European context.

Our group proposes centralised solutions while offering each customer local support in an ever growing Europe.

NSE has the efficient organisation and tools needed to satisfy customers in their own language for all administrative and technical issues.

NSE's logistics are based in Vichy (Southern Europe), Frankfurt (Northern Europe) and Budapest (Central Europe, see hereafter the presentation of our Hungarian site). From these sites NSE has established a network with logistic hubs for each large country and local operators in order to operate rapidly on the customer site for exchange, collection and delivery.

This organization centered on customer satisfaction allows however to limit the means in buffer stock and spare parts, while optimizing the processes and to offer a quality of services at controlled cost.

We are also able to repair defective modules at the component level (electronic boards and also LCD and PDP panels) on our Grenoble site, and soon in Budapest.

Our offer is related to our customers needs in European coverage. In setting up our Northern and Central network, NSE Services wishes to offer its customers and prospective customers the possibility of a full warranty service solution.

To help you to develop your strategy, our commercial team is at your disposal. Please contact **Christophe Durand** [cdurand@nse-groupe.com](mailto:cdurand@nse-groupe.com) in Paris and also **Oliver Böse** [oboese@nse-groupe.com](mailto:oboese@nse-groupe.com) in Frankfurt or **Rodolphe Lombard** [r.Lombard@nse-hungaria.hu](mailto:r.Lombard@nse-hungaria.hu) in Budapest.

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## PLEDGE OF QUALITY

*NSE Services sites are certified to ISO 9001 standards :*

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

NSE Services started unfolding into Europe in June 2001 by creating its Hungarian subsidiary, NSE Hungary, according to criteria associating geographical positioning within the PECO zone, and other numerous criteria of competitiveness and quality.

Situated in Szigetsentmiklos half an hour away from the centre of Budapest, near the motorway, these industrial premises cover 1200 m2 divided into three parts : logistics, repair and offices. A team of 10 operators carry out the daily logistical and technical work.

First of all NSE mainly developed its activities in logistical and repair services relevant to the Hungarian market.

The repair activity is mainly based on : PCs and notebooks, CRT and LCD monitors and printers, using all the available means of measuring, testing and setting appropriate for each sort of product. NSE Hungaria also carries out repairs on electronic components and U.P.S. NSE also has a team, which is dedicated to cabling.

Also present are logistical services : stocking and transport (mostly collections and deliveries from distributors, resellers, technical stations and sometimes end customers). A customer interface service is also being set up.

Using its twenty years of know-how in its Vichy centre, and more recently in Frankfurt and just before the opening of borders for the new Europe (25 countries), NSE Services intends to play an important role in Central Europe, in order to offer its customers and future customers the following services :



- ▶ customer interface in each country language,
- ▶ logistical service for collection, delivery and exchange, in bordering countries such as Poland, Czech Republic, Slovakia, Slovenia and soon extending to the Baltic countries.
- ▶ repair volume concentration in order to reach objectives in quality, customer satisfaction and cost limitation,
- ▶ handling of repairs at the components level.

With its Hungarian site, NSE is more than ever your European partner.



The Evry site, which is the logistic platform for the NSE group for the Parisian region is also a repair centre specialising in cash dispensing and electronic banking products.

The products we deal with concern the distribution, transport and banking sectors. We have developed a genuine know-how in repair, co-ordination, logistics and associated services for payment terminals, entry controls (tollgates, urban and rail transport networks, car parks) and for products such as cash dispensers

We repair bank card readers, cheque readers, check out printers, bar code scanners, and check out keyboards for the distribution sector.

Concerning transport and banking, we can add to this list ticket readers, cash dispensers and badge readers. We deal with both mechanical and electronic issues and have technicians with the necessary skills. The variety and competitiveness of our skills allows us to offer different levels of repair in all areas and to optimise costs using a centralised method of repair.

For NSE, our specialisation in the repair of cash dispensing and electronic banking products is part of a global offer which includes reception of customer calls, carrier management, guarantee administration, stock handling for repaired products or new spare parts.

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Evry Site Manager



NSE Services has developed a customer interface centre on its Vichy site , 8 languages are spoken, so we can deal with customer requests in their own language (English, German, Dutch, Spanish, Italian, Portuguese, French, Swedish)

The multi-lingual centre in Vichy has been set up to carry out the following :

- ▶ Reception of customer phone calls from 8am to 7pm Monday to Friday.
  - ▶ Qualification and description of the fault using technical scripts validated by our customers.
  - ▶ Explanation of the procedure for sending in for repair , or for exchange.
  - ▶ Direct consultation of available stock, reservation and allotment of the material.
  - ▶ Logging of the order by mail/telephone/fax.
  - ▶ Follow up of logistics using internet sites or downloading of couriers data.
  - ▶ Update of NSEs or customer's own data bases.
  - ▶ Logging and treatment of customer complaints.
  - ▶ Interface between the end customer on the one hand, and service providers on the other : courier, workshop and repair line, shipping department and stock handling department.
- The multilingual centre works in the country's language and according to local time differences and bank holidays.
- All follow up information is then available for the customer on the NSE website, updated every 15 minutes

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Operations & Technical Manager

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