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**GLOBAL EUROPEAN OFFER
INDUSTRIAL PARTNERSHIP**

Oliver BÖSE

NSE SERVICES AND ENVIRONMENT

EUROPEAN COVERAGE

BILLETICS AND MONETICS ACTIVITIES



Hello

Why and how has NSE strengthened and developed its European coverage?

► **The global offer**

For more than 20 years, NSE Services has developed by basing its strategy on a centralised global offer: - customer interface – logistics – repair.

This strategy has rapidly extended to Southern Europe and the aim is to cover the whole of Europe. Today, two new and important stages have been completed with:

► **A partnership agreement with ComBase for Northern Europe**

Although it has been present in Germany for more than a year, NSE Services has made further progress by approaching ComBase (see press communication below), with two aims:

- Ensure that all NSEs services are available for Germany, Austria and Scandinavia.
- Be capable of offering a new capacity for both logistics and repair with more than 55 000 interventions per month. This is to cater to volumes linked to the request of our larger customers for a centralised solution

► **Coverage of Central Europe**

Using our Budapest site as a starting point, we have just set up:

- A second call center in order to cover Polish, Czech, Slovakian and Slovenian, with the target being to cover all the languages of the PECO countries
- An intervention service on the distribution or end customer sites in these countries with collection and delivery after repair, for computing and general electronic goods

With our customers and future customers we hope to continue this development, based on the principal of one unique contact point, covering the whole of Europe.

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PLEDGE OF QUALITY

NSE Services sites are certified to ISO 9001 standards :

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

Planning a crossover service portfolio.

ComBase, provider of services and logistics for electronic and electro-technical products, will now co-operate with the French service provider **NSE Services**. NSE provides support services in France and South-Europe. The goal of this partnership is the possibility to develop their respective portfolio of services in Europe and a close co-operation for concrete business offers.

With this new agreement both companies aim to abolish the geographical barriers, regrouping their service portfolio for logistics, repairs and customer support. This teamwork allows technical support in all the following domains: electronics, Information Technology, telecommunications and consumer electronics.

- ▶ **NSE Services** – currently present in South-Europe and especially active in France – brings support facilities in Vichy, Grenoble and Budapest in this new partnership. The company operates in Vichy with a multilingual call-center - eight foreign languages- and a logistics and repair center. G2S, a subsidiary of NSE, based in Grenoble (France), is specialized in repairing LCD and PDP Displays and overhauling single components of computer mainboards. Thanks to an own repair center in Budapest NSE is able to propose inexpensive repair services.
- ▶ **ComBase**, based in Karlstein by Frankfurt, is an established provider of logistics and services for electrical and electro-technical products, with a main focus on the industries of telecommunication, Information Technology and consumer electronics. The whole service-portfolio includes a wide range of services from pre-sales marketing services till after-sales and customer-care services incl. the destruction of old equipment. ComBase performs with its service portfolio in whole Germany, Austria and Switzerland.

According to the new concluded partnership both partners will keep their own customers but will also offer crossover services and answer together to complementary business offers.

CONTACT FOR CUSTOMERS

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I am currently responsible for customer care in Eastern Europe, Scandinavia, and German-speaking countries. My role is to identify customers within the IT and consumer electronics market, analyse their needs and then design, develop and if necessary, implement an appropriate service concept.

Since January I have been actively involved in the process of expanding NSE Services. I have an excellent knowledge of the industry and its customers due to my technical and business training background as well as 15 years experience in marketing, sales and customer service in IT and consumer electronics.

Our goal is for NSE to expand its warranty services within Middle and Eastern European regions in order to be able to offer Europe-wide service concepts. For the last two years we have been focusing on the new European Union member states and I am now delighted to be in a position to offer our customers comprehensive Europe-wide warranty fulfilment.

Oliver BÖSE
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The conservation of the environment is a subject that concerns all of our society today and has its place in a plan for further and lasting development

It is from this point of view that the Services Department of NSE Group has decided to undertake the setting up of an environmental management system.

The first target is obtaining the certification of ISO 14001, 2004 version, for the end of 2005.

Our main areas of work are:

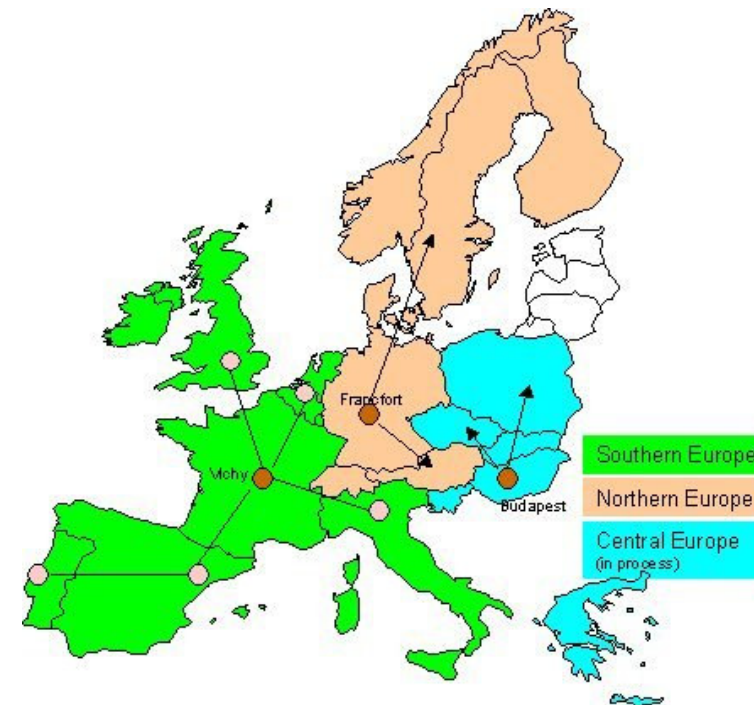
- ▶ recycling of industrial refuse,
- ▶ reduction of our consumption of energy,
- ▶ reduction of our consumption of paper.

This action is the logical continuation of the actions taken over many years to improve quality, in order to satisfy everyone who is interested by our activities

Laurent FAVIER
Quality Manager
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Today our customers needs are obvious : working with the partner who can cover the most countries at the best price. This is why we are constantly developing our logistical coverage. Today, it is divided into three zones :

- ▶ The Western European zone includes : Great Britain, France, Benelux, Spain, Italy, and Portugal.
- ▶ The Northern European zone includes: Germany, Scandinavian countries and Austria.
- ▶ The Central European zone which covers Poland, Czech Republic, Slovakia, Slovenia, and will soon cover the other PECO countries.



Our carrier Management team is in permanent contact with our logistic partners in order to follow operations on behalf of our customers and ensure the quality service level is up to standard. Data exchanges with our partners are automatic, and our partners have been selected to transport IT products.

Our logistics portfolio is as follows :

- ▶ express deliveries, collection of parcels
- ▶ exchanges of boxes,

- ▶ delivery of a box, packaging and return of the product
- ▶ exchange with unpackaging
- ▶ exchange with connection and test
- ▶ Freight forwarding, chartering

The service exists for companies and private customers.

The products are PCs, notebooks, printers, CRT and TFT screens, LCD TV, Plasma, video projectors, electronic banking devices.

With this new development NSE services is confirming its will to become a major service provider in Europe.

Jérémie Bérard
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Evry Site

The Evry site is developing within NSE repair activity on cash dispensing and electronic banking products for distribution, transport, banking and security.

Besides these repairs, we are also developing logistics activities, by managing on behalf of our partners their stocks and orders from their customers, from answering the incoming calls up until the delivery of the products

In a similar way we are also a depot and transit centre for the NSE Services group. From Evry we can receive or despatch products to internal or external repair centres in France or in Europe

Evry's location is ideal for collection and delivery in the Paris area. Not only is it on a crossroads of the A6 motorway and the 'Francilienne', but we are also in an industrial area with logistic centres at a European level.

Acting as a depot, we can deal with products arriving via courier and products dropped off by private customers or companies. Our partners can offer customers the use of our reception service.

We are developing our partnerships by prioritising a close service in the realm of repair and logistics.

NSE Services

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