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**The « One Roof Concept »**

For more than 20 years NSE Services has been developing its warranty strategy for computing, computer related technology, automatic and consumer electronics industries on a European level.

This strategy has consolidated its position on the principle of the “one roof concept” according to the needs of each manufacturer.

Direct relation with the user

In this case we :

- Take charge of the end customer’s call in his own language and the follow up of his case to his satisfaction,
- Offer an on site service, anywhere in Europe, mostly for collection and delivery for repair and exchange,
- Take charge of the repair which means the unit can be given back to the customer as soon as possible or put into a stock to allow for new exchanges.

Indirect relation

For manufacturers who have their own network of technicians available (technical stations) we will take the customer call and after the diagnosis, send all the necessary information to the technical station in order to allow the problem to be solved at the customer’s site. The repair of almost everything, from subsets to components will let the stock be built back up and offer a continuous and efficient service.

In both cases NSE services is able to maintain:

- Centralised management of customer calls in various languages (PECO cover in hand) offering :

- ▶ une qualité d’accueil commune à chaque client,
- ▶ A better knowledge of products and services on offer as well as a centralised follow up of the quality and punctuality of the service and the means available for this,

- Capacity for direct or indirect intervention at the customers site, anywhere in Europe, with permanent improvement of the participants, provisions to carry out exchanges and control of performances and costs at all levels,
- Centralisation of repairs, which allows us to reduce times and costs of repairs and also provisions for exchanges and spare parts.

NSE is also implicated in:

- Customs clearance on products,
- Sales administration,

- Repair of defective subsets and components,
- Sales of associated services or spare parts and accessories for the manufacturer,
- Destruction of end of life products, in conformance with new European rules.

In order to quickly and constantly reduce the price of products, the centralisation of services is a guarantee of quality and cost control that allows the manufacturers to honour their commitments.



Members of Executive Committee of Services Business Unit from left to right :

- Alain ROCHER, industrial manager
- Alain REMUZON, general secretary
- François LACOSTE, president
- Christian BLONDEL, development manager

**Christian BLONDEL**  
Business development manager  
[www.nse-groupe.com](http://www.nse-groupe.com)

## PLEDGE OF QUALITY

NSE Services sites are certified by l'AFAQ under reference **QUAL/2003/19690**.



## LOGISTICS : A NEW ACHEIVEMENT FOR NSE SERVICES : DROP POINT SERVICE

NSE Services has always been careful to support and develop its present transport network and to offer new solutions in order to continually keep up with customer requirements.

NSE Services commercial team is aware of the need to optimize costs for small products (note books, accessories), while keeping up an optimal management for end users.

“Drop point network solutions” responds to these needs. Basically drop points are local post offices, carrier depots or neighbourhood shops.

Once a customer books an after sales order, NSE Services sends a waybill via post or email. The customer receives it and sticks it on his parcel. He deposits the parcel at his nearest drop point (some networks have up to 17.000 drop points) and he is given a proof of deposit. Though the customer has to take the package himself, this service is appreciated because the customer can go to the drop point at the most convenient time for him.

For delivery after repair, the service is also efficient. Depending on the dimensions of the product, it can be delivered to the letter box, avoiding the customer having to make an appointment with the carrier. In case the customer is out he will find a note asking him to retrieve his parcel at the drop-point. This service is standard with our normal transport practises because it can be followed up via e-tracking.

If you order goods via internet you will personally test this service because many e-business companies (CD's, DVD's, books, IT ) ship their goods via these networks.



**Jérémie BERARD**  
**International Logistics Manager**  
Email : [jberard@nse-groupe.com](mailto:jberard@nse-groupe.com)  
[www.nse-groupe.com](http://www.nse-groupe.com)



Since the 1st April 2005 NSE Services has set up a new service to keep end customers updated via SMS.

Thanks to this, throughout the different stages of his case, the end customer receives messages informing him on progress.

For example, this service is being used at the moment by one of our customers for its Consumer Division in the following way :

- Upon reception of the defective unit at NSE, an SMS is sent to the customer to tell him that his product has arrived at the repair centre.
- If for any technical reason the unit cannot be repaired the same day and will be delayed past the normal deadline, another SMS will inform the owner that his product is on hold, and the repair will be delayed.
- -Finally, as soon as the repaired unit is ready to go, the customer receives an SMS telling him that his product will soon be back.

The sending of these SMS messages is secondary to the work carried out by our customer service agents. It is a positive point for NSE who is constantly trying to improve customer satisfaction. A well informed customer is reassured about the follow up of his file and is satisfied

This SMS service is very flexible and can be adapted to all stages in the follow up of a case, for all countries.



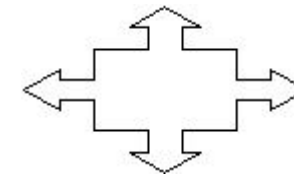


### Efficiency linked to centralisation

NSE Services has a centralised European support system. This organisation is to meet the needs and carry out the strategies of its customers.

In fact this allows us to increase our technical expertise, improve productivity on large volumes, get feedback from customers who represent the market and to reduce stocks and blocked assets.

The success of the centralised method of repair is due to the efficiency of the logistic network and the control of TATs (Turn around times).



### Quality of repair linked to logistics

Many customers ask us for standard exchange services or collection of products with a customer contact that is very beneficial for the repair: as well as getting feedback from our transport partner, we are especially careful about the control of documents and recordings which give us the possibility to trace the product. A record card on which the customer can put all his remarks on the fault will allow us to identify the real problem for the customer and in the unit.

**FICHE d'ENLEVEMENT**

N° client :	Client Thémis
N° de la DDDDD :	
Référence PRODUIT :	
N° de série original :	
N° de série original :	

Description de la panne :  écran cassé  écran brûlé

(1) Aspect du matériel : Indiquer à l'aide de flèches les défauts observés.

NDP

USAG

III CASI - à l'achat sans garantie

Écran brûlé (voir procédure jointe) :  OUI  Non/à l'achat sans garantie

(2) Réparations de l'écran :

(3) Réparations de l'unité de gestion (voir le support menu Thémis, et éventuellement accessoires)

(4) Réparations de l'unité d'échange (voir le support menu Thémis, et éventuellement accessoires)

(5) Réparations de l'unité d'échange

(6) Test de l'unité de gestion Remarque :

Accessoire :  compatible avec le matériel, cocher « oui » si oui

MSI (autre marque)

Client :  Nom :

Technicien :  Prénom :

Signature :

Signature :

### Aspect du Matériel

- Cocher la case correspondante à l'état du matériel repris
  - Indiquer sur le dessin les dommages
- Si l'écran est cassé ou « brûlé », celui-ci ne devra pas être échangé.*

### Émargement

CLIENT / OPERATEUR

### Depot network facilitating customer contact and advice

For large-scale distribution, the drop point can be another interesting solution for communicating with customers and understanding their needs in order to personalise their repair.