



NSE Services : we have more than 450 employees dedicated to customer service in the electronic and computer domains.

Our global offer is defined by the following :

- ▶ Added value European Customer care center (160 co-workers, 15 languages, administrative and technical)
- ▶ European logistics Platform (Over 10 000 m², reverse logistics, spare parts, management)
- ▶ A 200 technician high skilled Repair Center

Our service combines: Skills, Quality and Reactiveness and Competitiveness.

NSE Services is the European partner for the biggest computer and electronic manufacturers for :

- ▶ the global management of the warranty of their products,
- ▶ the management of end users and supply chain partners.



**E-LETTER # 20
APRIL 2010**

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LISTEN TO CLIENTS - ADAPT TO THEIR NEEDS



Hello

NSE continues to develop, now providing full European coverage comprising 13 languages at our centre at Vichy with a further 3 in Hungary. We offer our clients a Customer Care Centre of a standard matching their expectations, for support delivery to end-users,

In addition, we have decided to open a centre in Morocco offering more basic services in French and English in order to cater for products of lower value and therefore tailor the corresponding cost to match the services provided.

We offer client interface, repair and logistic co-ordination.

Clearly, we have the desire to extend the broad range of our clients and products: to work with new methods of communication, adapted to IT users and telecommunications, with emphasis on mobility and diversification. NINTENDO, featured in the following interview are a good example of this wish.

We have the facility to manage client interface services via the web to more efficiently deal with end users' support needs.

Our role has evolved : it continues to do so. It's up to us to adapt, taking into consideration cultural differences between the countries of our clients and users.

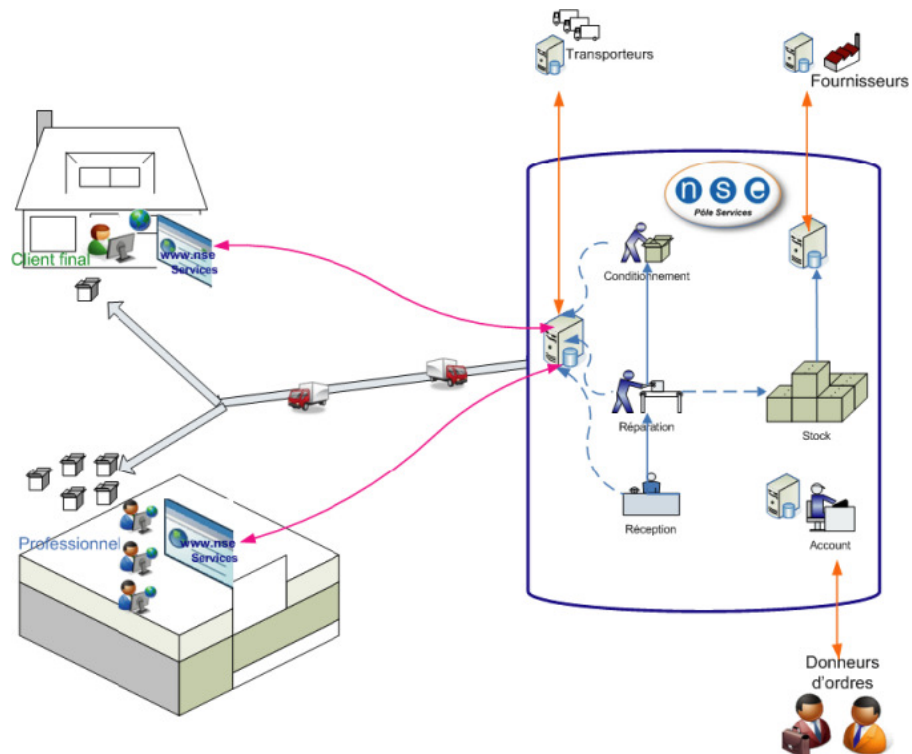
The key note, whatever the service, whomever the client, is *Quality*.

Thank you. Rest assured of the commitment of the NSE team.

Francois Lacoste
CEO

To meet, and even anticipate, the needs of its customers, NSE Services offers an innovative approach based on its expertise in software project management. With its own resources or through its specialized partners, NSE Services offers its customers its expertise in project management, system administration and development (HTML, PHP, MySQL, JavaScript ..). The specific solutions proposed permit:

- ▶ To facilitate access to repair services (via Web access for example)
- ▶ To interconnect the various actors of the After Sales Service (Outsourcers, carriers / suppliers)



Focus on two Goals

NINTENDO after sales service :

Operational since July 2009, this service allows individuals to benefit from a streamlined but complete customer service.

From a web access (www.nintendo-sav.fr), the Nintendo user can create follow his own case :

- Case creation
- Monitoring the collection
- Details of the repair
- Online payment in the case of an "out of warranty" quote

All data is centralised on the NSE Services Microsoft Axapta ERP (MAX). This allows interconnection with related IT systems (carriers and suppliers)

The MAX ON THE WEB site (sav.nse-services.fr):

Operational since February 2010, this site is intended for large retail chains, it allows individual stores to create and monitor its customer service cases via a web interface

Ludovic BEGUIN
Project Manager



David Malaquin, Supply Chain
Manager



NINTENDO France started a partnership with NSE for almost a year.

David Malaquin, Supply Chain Director of NINTENDO France, kindly respond to our questions.

Christian Blondel – How has your market position evolved ?

David Malaquin – Nintendo's aim is to reach the largest number of players with their products (games and consoles) making video games available to everyone. The evolution of the interface (keeping pace with developments on Wii, touch screens and voice recognition on Nintendo DS) associated with multi-player games which unite the generations, has bridged the gap between players and beginners and has resulted in a spectacular increase in the number of video game users. Our aim is to continue to push back the traditional boundaries of video games rendering them accessible to the greatest number.

CB – Does that imply that there have also been changes in your company strategy?

DM – it's the desire of Nintendo to put a smile on the faces of our users who are our best ambassadors.

The after-sales service experience of a customer has sometimes been less than satisfactory, particularly by reason of delay and lack of information.

Consequently, the putting into place of a rapid alternative solution was desirable for both our users and resellers, always keen to offer effective after-sales service to their customers.

To meet our internal objectives and the expectations of our customers, we have implemented an internet after-sales service which offers access to information and tracking 24 hours a day, 7 days a week.

This solution meets with the approval of both our distribution partners and our customers.

CB – What does NSE do for Nintendo ?

DM – NSE exclusively handle the after-sales service for Nintendo directly with French consumers who have created their own case on our website.

More recently, NSE have taken over the handling of calls and emails concerning this service. In addition, NSE repair home consoles, Wii and our range of portable consoles DS, DS lite, DSi et DSi XL.

CB What are your expectations ?

DM – Our expectations are:

- ▶ An irreproachable level of repair service.
- ▶ Turnaround of cases within 72 hours
- ▶ To build a real partnership adapted to the needs of our customers.

David
Malaquin

Christian Blondel
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PLEDGE OF QUALITY

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

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NSE Services has always put the customer at the centre of its concerns.

"Contributing to the satisfaction of the end users of our contractors" is one of five major objectives contained in our Quality, Safety and Environment Policy 2010. To achieve this goal, we decided to implement a barometer to measure our customers perception of the quality of our work.

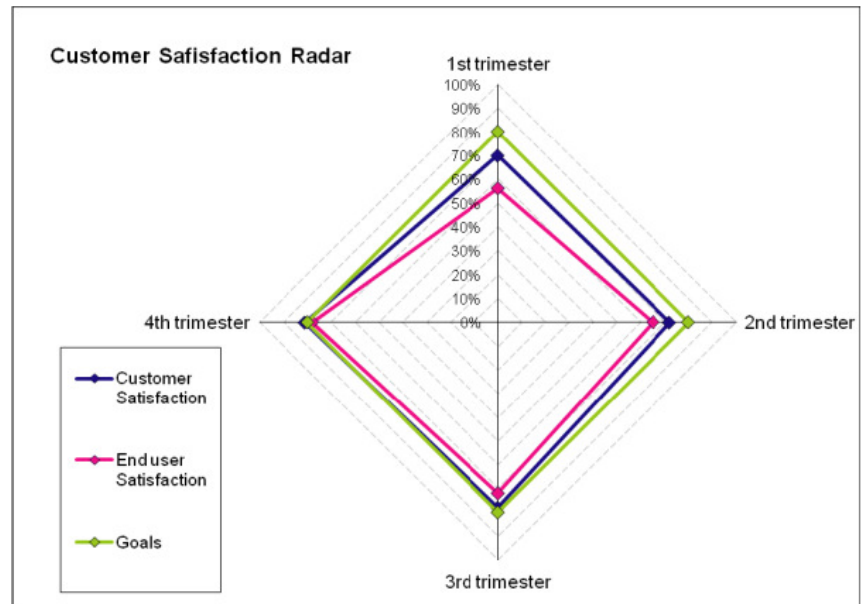
This tool will allow us to respond more specifically to requirement 8.2.1 of ISO 9001/2008:

"The organization must monitor information on customer perception of the level of satisfaction of its requirements by the organization as a performance measurement system of quality management. Methods for obtaining and using this information must be determined

To be as representative as possible, we have opted for a multi-source indicator for combining data collected from our customers , end users (customers of our customers) and staff of NSE Services in direct contact with customers and users of their products.

This data is collected through internal and external investigations, recording of formal complaints or congratulations, the continuing development of any new services we are selling...

This gives us a satisfaction index in the form of a radar:



This new tool allows us to focus our strategy and our actions towards improvement in order to provide solutions that are perfectly adapted to our customers expectations

Laurent FAVIER
Quality Manager