

INDEX

**NSE SUPPORT SERVICES
INTEGRATOR**

**CUSTOMER DIVERSIFICATION
OUR MOVE TOWARDS THE ISO
14001 CERTIFICATION**



n s e
**SUPPORT SERVICES
INTEGRATOR**

NSEs expertise in support services for electronic and computing equipment has been recognized for more than 20 years, with a European coverage that today includes :

- ▶ Call center/customer interface,
- ▶ Logistics, carrier management,
- ▶ Repair of sets and subsets.

The centralised method of repair is recognized today as being the most economic and NSE has set up the European region in three sections :

- ▶ Southern section : France, UK, Italy, Spain, Portugal, Switzerland, and Greece,
- ▶ Germanic section, Austria, Nordic countries,
- ▶ Central European section.

NSE is dealing with these different zones from its sites in France, in Germany and in Hungary.

The expectations of the market

In order to provide for the markets expectations in terms of competitiveness, reactivity, deadlines and the global offer for the EMEA zone, NSE has decided to position itself as

INTEGRATOR OF SUPPORT SERVICES

For our customers

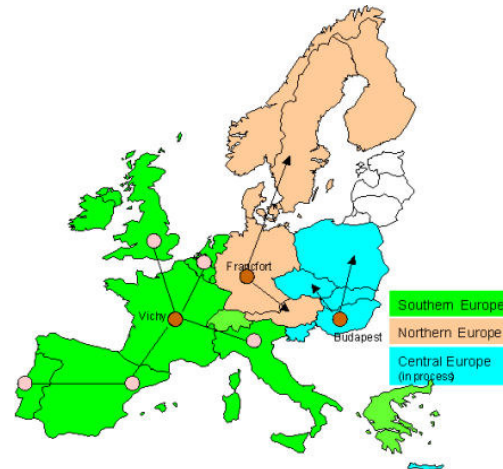
- One entry point NSE taking care of :

- ▶ Call center and customer interface functions (12 languages spoken at the moment : French, English, German, Spanish, Portuguese, Italian, Dutch, Hungarian, Swedish, Danish, Norwegian, Finnish),
- ▶ Co-ordination and transmission of information and reports,
- ▶ Logistics co-ordination for each country.



- **On site repair services in the concerned countries, which allows cost reductions and reduced deadlines while maintaining control on the quality of the services and procedures provided.**

- ▶ Repairs are carried out with certified NSE partners,
- ▶ UK will start up first in January 2006, Italy, Spain and Greece in the first half of 2006,
- ▶ We are already up and running in Germany with our partner COMBASE, who is also present in South Africa



NSE Support Services Integrator offers its customers a reactive, global and competitive offer, which responds to the market's demands.

All the NSE team is at your disposal to present this new organisation to you :

- Commercial Management : **Christian BLONDEL**
- Industrial Management : **Alain ROCHER**

Please be sure of our commitment.

François LACOSTE
President
Novembre 2005

With this new section, NSE Services hopes to explain :

- ▶ Who are its customers,
- ▶ What are the new agreements,
- ▶ In which sectors.

This section will also allow us to compile various statements from different people.



BenQ is extending its partnership with NSE to video projectors

Three years ago, NSE Services started working with BenQ on its in warranty service for its LCD/CRT, DVD W range and various other products in France.

In July, BenQ asked NSE to take care of the in warranty services for video projectors, including customer relations and repair.

NSE is managing the organisation of this service, and BenQ is experiencing strong growth on the French market



Hyundai Corp. is developing in Austria

For a year, NSE Services has been taking care of in warranty services for LCD and PDP TV products.

At first, NSE Services took over the call centre, the repair and the logistic services for Hyundai Corps clients, in the German region, then France and Benelux.

Hyundai Corp is continuing its expansion strategy and has obtained a new important customer in Austria. NSE, with COMBASE as its local partner, has been chosen to carry out this service in Austria.

More bulletins in the next e letter.

POSITIONNEMENT PRODUITS

COMPUTING	MONITORS & VIDEO	PRINTERS	E.G.P.
- P.C. - Serveurs - Notebooks - Tablet PC - PDA - U.P.S.	- LCD (15" to 32") - CRT (15" to 32") - Video projecteurs - PDP	- Printers - Professional printers - All in one	-T.V. - LCD TV - Plasma - Video projectors - Set top boxes - Digital camera & camcorder
AUTOMATISM	ELECTRONIC BOARDS	PANELS	OTHER
- A T M - Electronic Banking - Terminals - POS	- PC & Notebooks - Consumer products - Industrial - Network	- Notebooks - LCD / LCD TV - PDP	- DVD R - Scanners
TELECOMMUNICATIONS		PARTS & ACCESSORIES	
- Network products - Mobiles		- Wireless - All kind	

Christian Blondel
Development manager

PLEDGE OF QUALITY

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



For about a year, the Services pole of group NSE has been implicated in setting up an environmental management system. This system will be audited by the company AFAQ/AFNOR Certification in December 2005 in order to obtain the certificate ISO 14001: 2004.

In order to optimize the necessary resources for the implementation of this system and to make the whole of the structure of management of the pole Services coherent, we decided to integrate everything into a common action for Quality, Security and Environment.

The environmental analysis carried out on each site highlighted several environmental aspects related to our repair activities including one dominating one : the volume of generated waste. In order to reduce the environmental impacts of this, several actions are being installed on each site in order to:

- Reduce the volume of generated waste (design of standard packing, recycling of printed paper...),
- Improve the sorting and valorisation (sorting and valorisation of paper, cardboard, plastic, metal...)

The analysis, in accordance with regulations, highlighted the need for declaring our activities with regard to the legislation on ICPE (Installations Classified for the Environmental protection) in particular compared to volumes of stored products. We also developed an update process to ensure we always have the latest updates of the legal and lawful requirements applicable to our activities.

The recognition of our action by obtaining certification ISO 14001 will be the validation of a new stage to satisfy everyone interested in the company, that is the customers, the shareholders and also the personnel, suppliers and the community.

Laurent FAVIER
Quality Manager

To subscribe or to unsubscribe

http://www.nemesi.fr/letter/nseletter_us.php

For technical problem infos@nemesi.fr

Declaration **CNIL** # 853153

You have a right of access, of modification, correction and suppression of the data which concern you (Article 34 - Law "Informatique Et Libertes" January 6, 1978).