

CaseStudy

Internet Repair Solution

Scenario:

The client: an international telecommunications company as well as electronics retailers

The challenge: Today's end consumers not only expect fast and inexpensive repairs but most especially a highly transparent processing of the devices they entrust to a repair center such as their cell phones, modems, digital receivers, monitors and other such popular modern electronic devices.



tectraxx-realised Solution

- » Our Internet Repair Solution starts right at the point of sale – where the bulk of defective customer equipment is usually collected – with the input of all relevant data such as serial number and customer information. The end consumer can then immediately track and trace the progress of each repair online.
- » When a defective device is first forwarded from a processing center, this information is immediately reflected in the IRS by the activating of one of a total of eight status codes. This not only allows the customer to get a more precise idea of the exact location of his or her device but also greatly expedites administration of open repair orders for us – the repair center.
- » The entire progress of the repair is monitored by IRS: this solution thus provides one single collective platform for manufacturer, Call Center, dealer and end consumer.
- » Each end consumer can predefine the amount he or she is willing to spend on repairing a device and how they want to be notified once a repair is finished: by telephone from our Call Center, by SMS or by email.



You reap the Benefits:

Everyone involved in the repair cycle profits from an efficient, internet-based information tool: your end consumers, since they know where their defective device is at all times; the point of sale location as the receiver of the customer's device; the repair center, since administration has been simplified; the logistics provider since each transport order can be responded to faster and, last but certainly not least, you as our client – because you are assured of a quicker, more efficient repair process, which translates into more satisfied customers on your end. Part of the tectraxx IRS service includes our experts providing comprehensive training in the use of this internet tool to retail and store employees so as to guarantee the highest service quality and thus full transparency throughout the entire repair process.