

# tectraxx

## Client References



### **Alcatel-Lucent Austria AG**

Logistics and transport management in secured warehouse, Vienna; returns management; special transports; "Green Button" service; repair logistics; internal logistics; customs clearance; Intrastat; advertising material management; spare parts management; spare part and rollout warehouses in Linz, Innsbruck, Feldkirch, Graz and Klagenfurt; technical services.



### **Hutchison 3G Austria**

Logistics and transport management; secured warehouse; parcel shipments for B2B & B2C; software updates; performance testing; returns management; repair logistics; customs clearance; advertising material management; warranty and non-warranty repair service; Customer Care for private customers; kitting and dekitting; assembling, refurbishment; DOA procedure; loaner device management; web portal for aftersales orders.



### **Nokia Austria**

Warranty repair service pursuant manufacturer specifications (software updates, Level 1 and Level 2 repairs); swap pool management; swap and routing of Level 3 devices; EDI with external repair centers; cost estimates for retailers and private customers; Customer Care for retailers and private customers; DOA procedure.



### **LG Electronics Austria**

Warranty repair service pursuant manufacturer specifications (software updates, Level 1 and Level 2 repairs); swap pool management; refurbishment; cost estimates for retailers and private customers; Customer Care for retailers and private customers; DOA procedure.



### **PaperNet GmbH**

Warehouse and transport management, Kärnten.



### **Nextira One GmbH**

Logistics and transport management in central Vienna warehouse; returns management; special transports; repair logistics; internal logistics; customs clearance; Intrastat.



### **Thales Rail Signalling GmbH**

Logistics and transport management in central Vienna warehouse; returns management; special transports; "Green Button" service; repair logistics; internal logistics; customs clearance; Intrastat; advertising material management; technical services.



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### Unito Versand- und HandelsgesmbH

Private customer deliveries by appointment (mornings / afternoons); time-slot deliveries (2-hour window); on-site services including set-up service (unpacking, setting up at the site of use and disposal of packaging), connection service for home appliances (set-up service plus connections to water supply and drainage lines); set-up service for consumer electronics (set-up service plus calibrating individual components, connecting devices, etc.); loaner device management; repair logistics for consumer electronics and home appliances.



### Tele2 Telekom

Logistics management; secured warehouse; performance testing; refurbishment; returns management.



### Microsoft Austria

Logistics and transport management; secured warehouse; performance testing; refurbishment; advertising material management; event deliveries; special transports.



### Grundig Austria

Repair logistics for consumer electronics plus on-site services.



### Samsung Electronics Austria

Warranty repair service pursuant manufacturer specifications (software updates, Level 1 and Level 2 repairs, GSM cell phones/Level 3); cost estimates for retailers and private customers; Customer Care for retailers and private customers; DOA procedure.



### Electrolux Hausgeräte GmbH

Delivery of fitted appliances to the end customer with in-home service.



### Coca Cola Beverages

Special transports with on-site set-up service.



### Neckermann Versand

Repair logistics for consumer electronics and home appliances plus on-site services.

### Other clients ...

Stöhr Elektronik Service; ABC Service GmbH; Egana Goldpfeil; Dell; Medion; Hewlett & Packard; Pirngruber Elektronik; Rewe Austria; Frequentis AG; ADC Europe; IPM PayPhone Systems; Brita GmbH; Stratex Networks; NEC Europe; Linde Kältetechnik.

