

CaseStudy

Repair Management Processing

Scenario:

The client: a prominent international telecommunications company

The challenge: tectraxx was to assume responsibility for full repair management processing under economical conditions – including the accompanying IT documentation.



tectraxx-realised Solution

- » When one of our client's end consumers reports defective telephone equipment, a technician is dispatched to the location to remove the defective part. The technician will then either bring the defective part back to us or notify us that we will need to pick it up; in the latter case, we pick it up from the consumer's location or from a selected collection point.
- » We then check whether there's a suitable replacement for the defective part in the consignment stock (spare parts warehouse) which we manage on behalf of the client.
- » When we have a suitable spare part in stock, it goes to the technician for installation in the equipment. We then send the defective part to the certified repair center (also see: Case Study/Repairs).
- » The repair center analyses whether the defective part is repairable. Taking economic and technical aspects into consideration, a cost estimate is issued for the repair. The customer then uses this cost estimate to decide in favour of repair or, alternatively, proper professional disposal.
- » The next step entails delivering the spare part – which we have either repaired or received new from the manufacturer – back to the technician for installation (when no suitable part was originally in stock) or using it instead to restock the consignment stock.
- » The entire process is supported by an IT system (SAP inventory management and control system) tailored precisely to the client's needs. This system comprises complete documentation of the entire repair logistics process from the original report of the problem to the repair order to billing information. Each process is logged by its own identification number and includes a chronological description of all measures taken.



You reap the Benefits:

A measurable reduction in your own resources, time and costs. tectraxx gives your customers expert technical advice and reasonably-priced repair logistics.