

CaseStudy Repairs

Scenario:

The client: telecommunication companies (mobile network service providers) or related industries as well as manufacturers of consumer electronics and electrical appliances

The challenge: A strong and reliable partner was needed to effect quick repair of products such as cell phones, modems, digital receivers and monitors at the highest standard. Just as importantly, this need was limited to a manufacturer-certified and thus approved service center.



tectraxx-realised Solution

- » The repair cycle starts right at the point of sale – where the bulk of defective customer equipment is usually collected – with easy data input using our own internal Internet Repair Service (IRS) tool. This tool records all the relevant data such as serial number and customer information and generates a repair order number. The customer is then immediately able to track and trace the progress of his or her repair online.
- » Warranty status is also checked at the point of sale through the manufacturer's IMEI number.
- » Logistic services are provided by Gebrüder Weiss.
- » The repair center sorts the devices according to make and model, level of repair needed and malfunction diagnostics. Another check of warranty status is also made, as is a diagnostic check for shock or water damage.
- » Repairs for devices still under warranty are then forwarded immediately to the relevant technician while customers with expired warranties are first sent a cost estimate for the repair. Once the customer okays the repair, the device is then sent to the respective technician.
- » The entire progress of the repair is monitored by IRS and also forwarded to our Call Center. Should a customer not have internet access, the Call Center can then contact them with further information about their device.
- » All completed repairs are subject to a final quality and performance check. All repairs finished by 4:00 p.m. (weekdays) are delivered to the point of sale the very next day. Exception: when devices are no longer under warranty for repair, we will contact the end consumer directly and clarify all the further steps he or she can take.
- » Customers can specify how they want to be notified once a repair is finished: by telephone, SMS or by email.



You reap the Benefits:

As Austria's highest-capacity repair center, tectraxx realises a superior standard of repairs in strict adherence to manufacturer specifications. Electronic devices for which tectraxx has been manufacturer-certified are serviced within three days. Complete transparency is ensured by tectraxx's Internet Repair Solution while the entire repair cycle, including track and trace (calling up repair status online via the order number) guarantees that your end consumers will receive the best service possible. We also offer other value-added services such as software updates, customisations, etc., as case-by-case options.