

# CaseStudy

## On-site Services (B2B / B2C)

### Scenario:

**The clients:** Austria-wide mail-order and electronics companies, plus companies leasing beverage vending machines and cold display cases

**The challenge:** Coupled with supply services throughout Austria (B2B and B2C), several different technical and mechanical activities are now to be performed at various on-site locations.



### tectraxx-realised Solution

After orders are received from the client, an appointment is scheduled with the end consumer for all deliveries which are to include on-site services (also B2B). tectraxx delivers throughout Austria with our own fleet and our own regularly trained employees. Through a partner company, tectraxx can also call upon the services of approximately 180 technicians spread across Austria.

- » Appointments are scheduled with the customers through our tectraxx Customer Care Center; by mail if customers cannot be reached by phone
- » Delivery by appointment all across Austria with our own tectraxx fleet
- » When customers desire, we will unpack the equipment on site and also dispose of the packaging material
- » Set up and launch of the device (e.g. starting channel search for electronic devices)
- » Plug-and-play integration, e.g. into an existing home theatre system
- » Delivery of washing machines, dryers, etc. including all connections
- » On-site assembly and disassembly (e.g. dismantling from walls)
- » Disposal of old equipment
- » Managing and processing of returns
- » Repair logistics including management of loaner equipment
- » Order completion via the IT system
- » Automatic RDT confirmation to our clients



### You reap the Benefits:

Outsourcing your on-site services to only one logistics service provider such as tectraxx speeds up your response times and simultaneously reduces your costs. Absolute and full transparency across the entire distribution/service process including track and trace, various different service levels and regular, shared quality circles guarantees you and your customers the highest quality of service available today and a tangible differentiation from your competitors.