

Depot Repair

TechData

Continuing Customer Satisfaction

A key component to the customer experience is what happens when the product needs repair. Being able to respond in a timely manner with a quality repair is paramount to your customers' satisfaction and retention, bringing them back to you for years to come.

The challenge is to match your ability to scale service capacity with your sales growth:

Responding to Repair Requirements – Your technology products, especially those with moving parts, will require repair occasionally. How easy you make it for customers to have those products repaired reflects in their long-term appreciation and loyalty.

Avoid Overprovisioning Parts – Rapid repair always depends, in part, upon immediate availability of spare parts. This, in turn, often results in overprovisioning of parts to many locations, many of which end their life unused. This raises costs unnecessarily and reduces price competitiveness or profitability, or both.

Superior Logistics – How long it takes you to transport customer units under repair to and from a repair facility is every bit as important as how quickly repairs can be completed. The value your customer derives from your product is only realized when it's in production.

Tech Data Has You Covered

With our state of the art service facilities, Tech Data is uniquely positioned to provide a broader range of support to your customers.

Full-Spectrum Service – Our certified technicians provide comprehensive repair and refurbishment services for the full spectrum of IT products, including servers, storage, networking, hard drives, circuit boards, desktop & laptop computers, computer peripherals, and telecommunications, broadband and point-of-sale products.

Technical Repair – The most effective way to reduce your cost of parts is to repair and refurbish field replacement units and full-systems. Tech Data performs comprehensive component-level repair, including BGA and fine-pitch device replacement, x-ray inspection, flying probe and ICT testing, and returns those parts to useful inventory. By repairing more parts, you manufacture fewer and have fewer in circulation at product end-of-life.





Engineering – Tech Data gathers and reviews operational data to have open dialogue with you about your products. When analyzing repair data, if we find an increase in the number of repairs in a product set or the data is suggesting a particular trend, we will utilize the data in collaboration with you to identify possible causes. If you require a much more in-depth technical analysis beyond the data trend review, we can also provide product specific, root-cause analysis services.

Recognized Logistics Expertise – Tech Data is a leader in product support logistics and you can leverage that infrastructure to lower your overall operational costs. With facilities all across the globe and strategically located near transportation hubs, we can move defective units through the reverse logistics supply chain quickly and efficiently.

Tech Data – Beyond Distribution

Technology product manufacturers depend upon Tech Data to provide unparalleled distribution of their products. And Tech Data Global delivers. Consider Tech Data to be your global lifecycle management partner, there to ensure that your customers enjoy the best possible experience with your products for previous and successive generations.

To learn more, visit www.servicesbytechdata.com.

THE IT LIFECYCLE VALUE CONTINUUM

