

e-Business Solutions

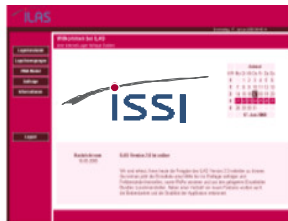
ISSI - Intelligent Service System on the Internet

Our professional ALL-IN-ONE-Software-Solution economical, transparent, efficient and customer oriented

- organizes and controls all **After-Sales-Service** processes
- creating and handling **web-shops**
- **orders** B2B/B2C
- registration of RMA's via Internet, tracking, controlling and complete automated **logistics service**
- online information about current **inventory**, e.g.: spare parts, swap units or new items

Precondition:

Internet access and login



Interfaces to all inventory control systems

Good reasons to choose Xmodus systems

Full service with creativity and quality

All services are performed in-house.
Continuous adjustments to customer requests.
Very high flexibility.

Efficiency/partnership

Performance review, openness, commitment, transparency and customer satisfaction are business objectives we live for.

Exzellent quality standards

The complete service processing is prepared under consideration of quality assurance measures.
The assembly, test or repair of electronic equipment is done in ESD protected surroundings.

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Your Service Specialist

Your professional Service – Provider for all kind of IT –, TC – and CE –Products

pre – Sales

import/customs clearance
warehousing/sales distribution
fulfilment service/packaging
print and storage media duplication
assembly/firm-/softwareupdate
screen printing
creating and handling web-shops
accounts receivable
recording EAR, packaging ...

after - Sales

telephone support / hotline
return management
industrial repairs/swap
remanufacture

e-business solutions

consulting/concepts and office (work) service

start up support

After Sales Service - quick and reliable

We offer complete repair service for your ITC products, consumer electronics and domestic appliances. We support dealers or end users whenever a problem occurs.



We arrange for collection of the defective product and carry out repairs in accordance with industrial standards, even down to the component level – we do it quickly and professionally.

This covers the complete implementation of **all service processes**, starting with order entry, checking of warranty, swap-replacements, credit-handling, functional tests and repairs. The service level is always defined under consideration of the economic requirements.

Refurbishment

This also includes processing of customer returns and unsold stock. **Reworking** and **refurbishing** for further utilization or for use as service stock (replacement).

Screen printing

Printing **products with your logo**, in high quality, quickly and order-related.

Fulfilment / Assembling – One-Stop Solutions

We **retrofit, assemble**, label and pack. This also includes **shrink wrapping** for all higher volume product groups. For web shops we provide complete front-end and back-end service.



Adjustment of devices on special international configurations (firmware update), software revision and packing.

Print and Storage Media

We **duplicate**:

- memory cards MMC/SD/CF
- hard disk drives
- USB memory sticks

We also print **flyers, manuals** and **labels** for your products and pack them into customized packing.

Consulting and Concepts

Based on years of experience we are able to help you to create your own service concept.

Supply Chain Management

We are part of a network of logistics specialists, strong and efficient. Our strength is our multi-disciplinary supply chain management.

Whether it is reverse logistics for returned products or on-site replacements, whether distribution in Germany, Europe or world-wide, whether import or export: we have solutions to meet all your requirements. Upon request we even handle import and customs in-house.

Warehousing and Shipping

We handle the entire inventory control of parts and finished products, i.e. we control the entire process from receiving to shipping.



Hotline Support

On behalf of our partners our specialists provide customer support to end-users and dealers via support line.

Office Service/Start up Support

Recording for EAR-WEEE, packaging, batteries ... Support your sales campaigns e.g. Mailing campaigns. Accounts receivable.