

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
- 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

4 good reasons to choose EZI

Company success with a track record

Long term experience – EZI has paid its dues in the service sector and has truly become a specialist. Several awards prove the point.

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.

EZI GmbH

Gesellschaft für Dienstleistungen und Handel

Reiherstrasse 2
D-35708 Haiger

Phone: +49 (0) 27 73 / 835-0
Fax: +49 (0) 27 73 / 835-194
E-Mail: Info@EZI.de

www.EZI.de

Your Service Specialist

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



Pre – Sales

Import / customs clearance
warehousing
fulfilment service
print media
assembly
storage media duplication
pad printing
sales distribution

After - Sales

telephone support / hotline
return management
industrial repairs
remanufacture

e-business solutions

Consulting/concepts and office work service

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).

Pad 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** 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.

We offer complete handling of all ITC products, consumer electronics and domestic appliances professionally, quickly and reliably.

Print and Storage Media

We **duplicate**:

- memory cards MMC/ SD/ CF etc.
- hard disk drives (HDD 1.8", 2.5", 3.5")
- USB memory sticks
- CD / DVD burning and color printing

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

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.

- Multilingual and competent support of our customers
- Hotline for technical support
- Order processing
- Helpdesk for Return Management
- Statistical evaluation