



Case Study

Electronic Point of Sale (EPOS) Equipment Repair

The Fujitsu Repair Service

»The EPOS technology market is one of the fastest growing industries worldwide. The Fujitsu Repair Service offers a complete and comprehensive EPOS repair solution, providing effective maintenance and support services for equipment such as tills, scanners, cash drawers and printers for large High Street customers.«
Peter Bowman, Director of the Fujitsu Repair Service



The Customer

The Fujitsu Repair Service is a leading provider of repair and break fix services to the UK retail market, supporting major High Street and leisure organisations. Fujitsu provide accredited repair solutions from locations in Solihull and Antrim, supporting Fujitsu’s field maintenance and response teams on over 1000 product lines. Specialising in short turnaround commodity repairs, Fujitsu focus on improving product performance and extending the product lifecycle.

The Challenge

Operating in the retail sector presents significant challenges, one of which is the reliance on EPOS systems to complete transactions with speed and accuracy on a daily basis. Peak trading, extensive use and damage are just some of the factors that affect the performance and reliability of the equipment during its lifecycle. The equipment used within an EPOS system can encompass:

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| ■ Cash Drawers | ■ Printers | ■ Scanners |
| ■ Scanner Scales | ■ Till Bases | ■ Touch Screens |
| ■ TFT Displays | ■ Self Check Out | ■ Chip and PIN |

Add to that the mix of different EPOS systems, obsolescence of parts and management of stock levels, the Fujitsu Repair Service needs to provide a repair service against short timescales, as well as improved product performance through its lifecycle to minimise the impact on profitability.

The Solution

The Fujitsu Repair Service has developed a unique approach to repair servicing. Combining manufacturing principles with known repair methods, Fujitsu has created product specific processes that provide an efficient and quality repair output.

Each service line includes full and comprehensive diagnostic testing, product analysis, cleaning and repair. This is complimented by Fujitsu’s capability to repair down to circuit board level using specialist surface mount equipment. Whether designed for a customer or per product set, each service line delivers a repair that covers proactive replacements of modules backed up with a 6 month performance warranty.

The Customer	
■ Boots	■ Morrisons
■ KFC	■ Staples
■ Marks & Spencer	■ The Royal Bank of Scotland Group
■ Mitchells & Butler	■ Whitbread
The Challenge	
With each customer deploying varying EPOS systems, Fujitsu is challenged to provide a repair service capable of covering multiple EPOS platforms meeting each customer’s specific requirements; whilst working with short repair timescales, live networks and obsolescence issues.	
The Solution	
Using principles gained from a traditional manufacturing heritage, along with establishing a reliable supply chain, and Weights and Measures accreditation, Fujitsu has developed a repair service to enable full repair capability across the various EPOS systems, including the repair of scanner scale units.	
The Benefit	
Each customer is now receiving an improved quality of repair and significantly reduced turnaround times on all returned products. Fujitsu’s unique approach has ensured improved field performance of EPOS products and provided an upgrade path for internal components reducing the impact of obsolescence in each customer’s estate.	

The Fujitsu Operations Centre, based in Birmingham Business Park, Solihull, is the hub of repair logistics and service line repairs. All products pass through this facility, for either a fast turnaround repair or onward shipment to the dedicated repair facility in Antrim, Northern Ireland. Fujitsu's teams specialise in complex technical repair solutions completed via standard repair processes of booking in, clean, diagnose, repair, test and dispatch. Experienced technicians utilise specifically designed system reference and testing models to ensure all repairs are checked in normal operation prior to return to the customer's premises.

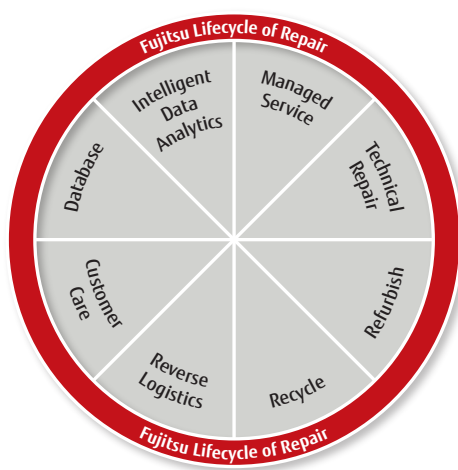
The Fujitsu Repair Service repair a diversity of manufacturers EPOS systems, supporting many of the products beyond the Original Equipment Manufacturers (OEM) support period. Obsolescence is a challenge Fujitsu embrace, targeting board level repairs and component sourcing to ensure the customer gets the most out of their investment.

Ensuring the product life is maximised is critical for customers, particularly in EPOS equipment. Fujitsu understand this and can provide customised upgrade programmes, allowing refreshment of the estate keeping the product up to modern day specifications.

Fujitsu also understand the challenges and importance of EPOS product reliability during busy trading periods such as Christmas and public holidays. Fujitsu works with customers to ensure repair output is tuned to a maximum, where necessary increasing component sourcing and stock levels of spares for these critical events.

Fujitsu's Lifecycle of Repair

Operating a Lifecycle of Repair model for all products that come into the Fujitsu Repair Service is key to delivering excellence and value to customers. The model provides a duty of care for each item as it is tracked through the repair workshops.



The Fujitsu Lifecycle of Repair is ingrained within each of Fujitsu's engineers to ensure that the upmost care is taken with each product, ensuring all faults are diagnosed and resolved prior to sending a unit back for dispatch.

The Benefit

The Fujitsu Repair Service uses trend analysis to improve product performance to deliver real benefits to the end customer. By utilising Fujitsu's internally developed Repair Management System (RMS), specific modules or components can be targeted within a problematic product to ensure a proactive fix across the product range.

Fujitsu understand the integration between product families and has tailored repair and test solutions to suit. An important factor is regularly communicating with product suppliers to keep on top of obsolescence. This along with Fujitsu's warranty of workmanship is allowing customers to maximise the lifespan of their business critical EPOS systems.

Fujitsu re-uses components, plastics, metals and packaging where possible. As well as being sustainable and economically friendly under the Waste Electrical and Electronic Equipment (WEEE) legislation, this approach provides best value to customers and prolongs the life of the repaired assets.

Conclusion

- The Fujitsu Repair Service offers unique repair service lines covering multiple EPOS platforms
- Fujitsu work towards improving the life of the product rather than just providing a break fix repair
- The Repair Management System provides insight into fault trends allowing product improvements and upgrade plans
- Fujitsu intelligent track component obsolescence to ensure continuity of service to customers

About Fujitsu

Fujitsu within the United Kingdom and Ireland provides ICT and Telecommunications services to a large number of corporate, government and enterprise businesses, with revenues being in the order of £1.7 billion per annum. As a telecommunications specialist, Fujitsu Telecommunications provides expertise in the provision of integrated, end-to-end, next generation network and systems solutions from initial design, development and manufacture through to, implementation, support, operation, repair and ongoing network management; for both core and access data transmission technologies; particularly in the design, build and operation of copper, fibre and point-to-point radio systems. In addition, the Fujitsu Repair Service supports the refurbishment, renovation and repair of an array of telecommunications, retail and IT equipment.

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