



Innovative
Responsive
& Genuine

The Fujitsu Repair Centre

shaping tomorrow with you

FUJITSU



Contents

Introducing the Fujitsu Repair Centre	3
Telset/PBX and CPE Solutions	4
IT Hardware and Peripheral Solutions	6
EPoS Solutions	8
Bespoke Solutions	10

Introducing the Fujitsu Repair Centre

The Fujitsu Repair Centre has created a benchmark for a diverse and comprehensive, repair and refurbishment Centre of Excellence. Our award winning reputation is based on a unique combination of technical expertise, quality results and exceptional customer service.

A subsidiary of Fujitsu Telecommunications Europe Limited, we are now one of the UK's largest repair service providers; serving the telecoms, retail and public sector with a wide portfolio of services and solutions. More than 7000 items leave our facility every month – shipping out to customers in the UK, Ireland, Europe, Japan and USA.

We have the proven ability and expertise to cross many traditional boundaries – transversing manufacturers and technologies. Our strategic portfolio continues to expand, encompassing:

- Broadband Access Technologies and Network Terminating Equipment (NTE)
- EPoS hardware
- Notebook computer repair and logistics
- IT hardware and peripherals
- Telsets/PBX and other Customer Premise Equipment (CPE)
- Warehousing, storage and logistics

Above all, we have developed a 'can do' culture across our business, focused on understanding our customers' needs for cost-effective quality repair services and solutions.

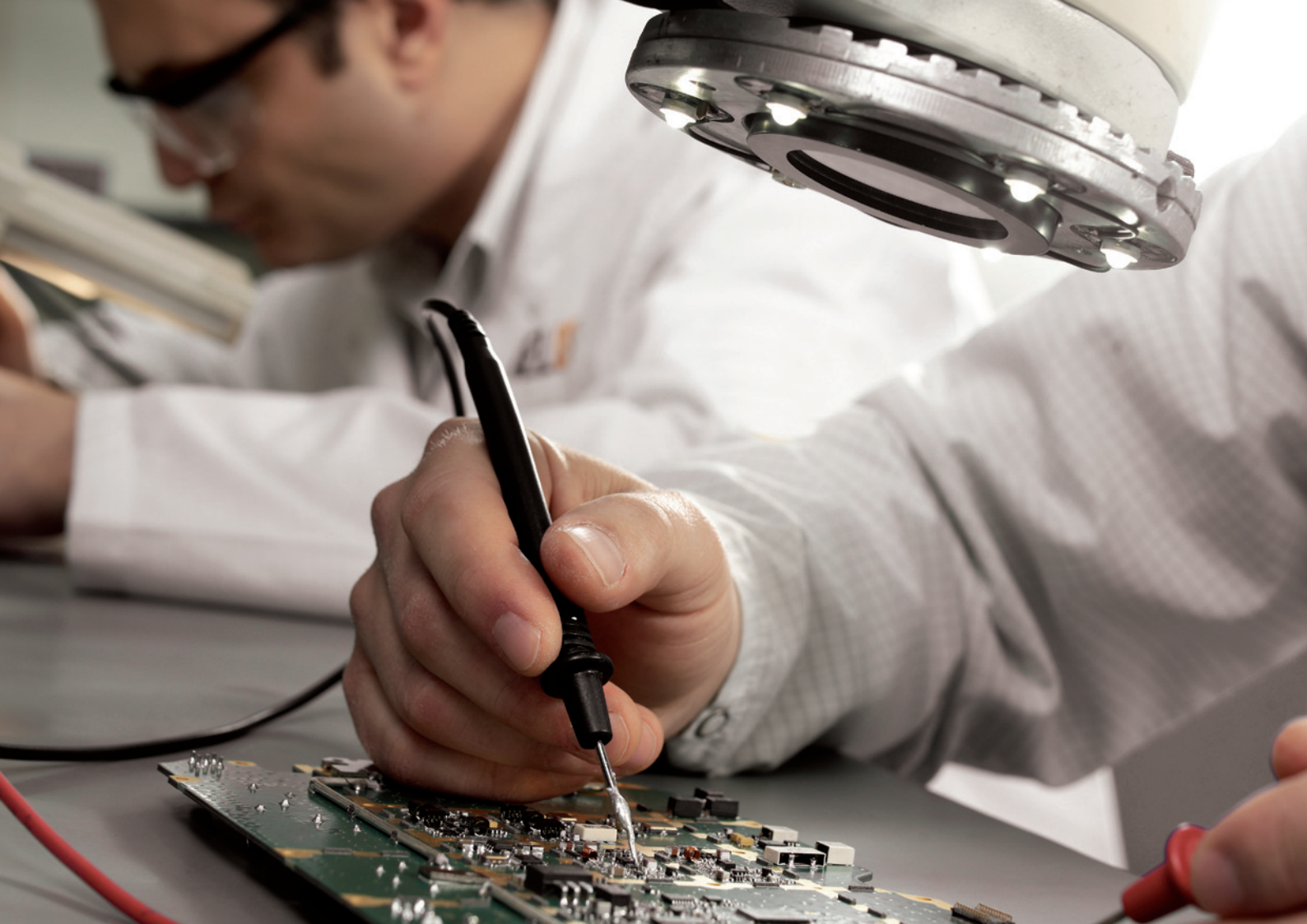
Environmentally Conscious

By its very nature, our entire business is focused on supporting a greener culture. Revolving around reducing waste and recycling products that would otherwise be discarded, our business supports our customers' commitments under the EC Directive regarding Waste Electrical and Electronic Equipment (WEEE).

We also adopt an environmentally conscious approach at every stage of our operation, ensuring that we provide documented support for our environmental compliance, as well as fulfilling Fujitsu's commitments as a global business.

The net result is an operation that makes a genuine environmental difference, while allowing customers to enjoy a greater return on their initial investment.





Telset/PBX and CPE Solutions

In an environmentally educated world, it is vitally important to manage your assets. The Fujitsu Repair Centre provides a range of services designed to optimise asset retention and to maximise the return on your investment.

Dedicated repair cells for all major telecommunication equipment types and manufacturers ensure that we deliver, not just the scale, but also the specialist expertise required by our customers.

Quality Technical Repair and Refurbishment Solutions

The Fujitsu Repair Centre has established a reputation for providing a complete repair and refurbishment solution to the Telecoms industry including:

- Diagnostics and repair of legacy, current and next generation technologies to component level
- Product screening and fault verification services
- Partial/full refurbishment and remanufacturing, including aesthetic surface coating and screen printing
- PCB repair, including BGA rework
- OEM Upgrades

Customer satisfaction is at the top of our agenda. Not only does that include expertly repairing and/or refurbishing your asset promptly; but it also means providing you with a world-class customer experience.

We ensure customers have complete visibility of the service operation through fault trend analysis, full item tracking and detailed management reporting.

"Fujitsu is renowned for its technology leadership in the telecommunications arena. In fact, we've been at the leading edge of telecoms for over 70 years. Our market-leading telecoms solutions reduce costs, improve customer satisfaction and deliver business efficiency."

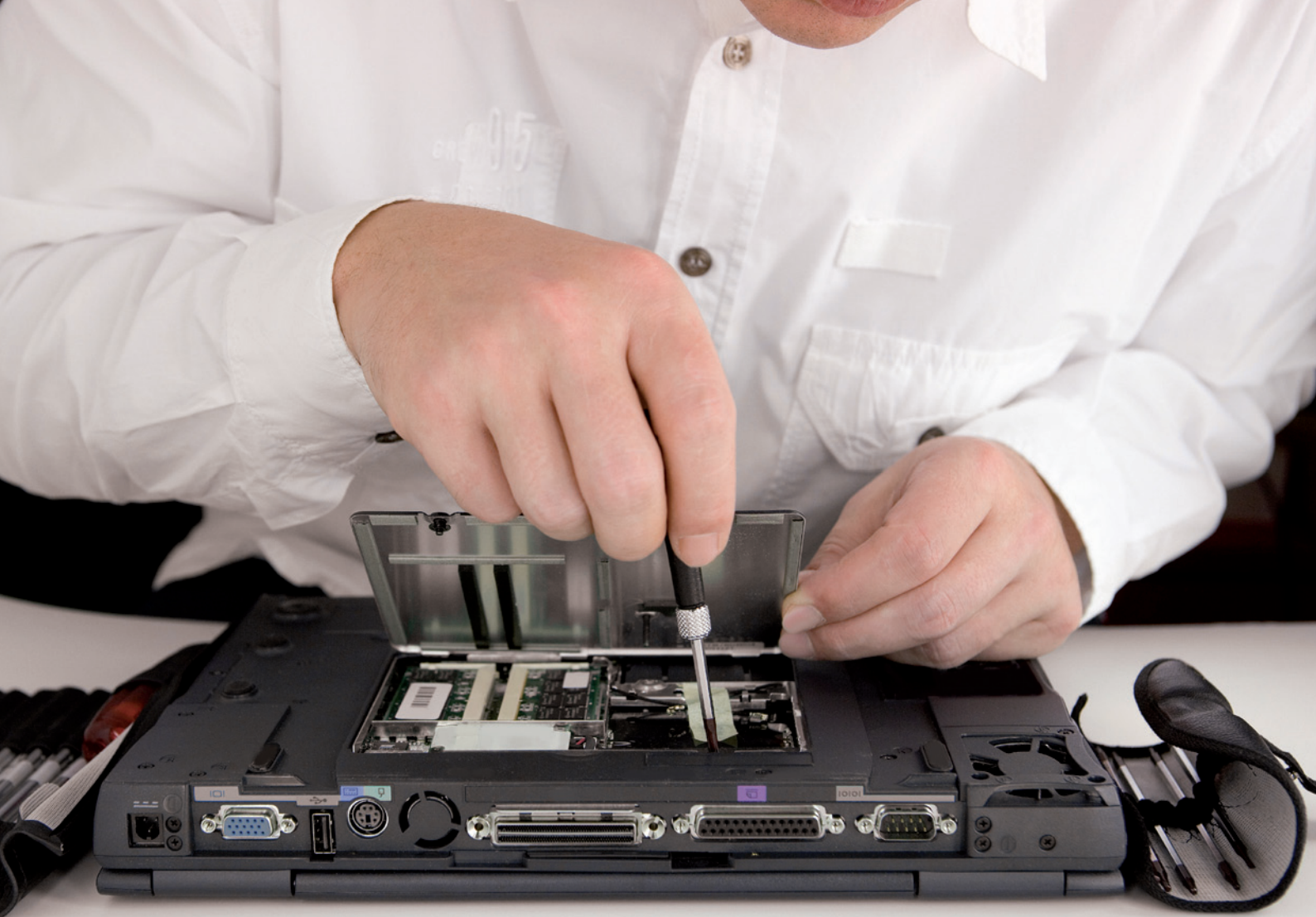
The Fujitsu repair service offering will take full responsibility for all your repair needs and will return faulty assets as fully functional stock inventory.

In addition, our recovery and refurbishment process maximises the return on our customers original assets and protects its' long-term inventory value. Recovered products are sanitised, re-coated, re-labelled and repackaged – indistinguishable from new and supplied with documentation and a full Fujitsu warranty.

There are obvious operational and business requirements to produce statistical reporting to comply with all relevant industry Quality Standards. This is augmented with integral analysis tools to extract information relating to fault trends, failure mechanisms and return rates which assist us in extending your product lifecycle through partnership.

Our commitment to providing service quality is the understanding and meeting of customers expectations and we have formed strong strategic partnerships across the telecommunications industry."

Paul Knocker, Technical Manager



IT Hardware and Peripheral Solutions

As Approved Service Partners for a number of leading IT manufacturers, the Fujitsu Repair Centre offers repair solutions for a vast array of IT equipment including Desktops, Networks, Notebooks and Printers.

We offer solutions that help maximise revenue and cost savings by avoiding the substantial cost involved in the procurement of new equipment.

Extensive Expertise

Fujitsu Telecommunications Europe Limited (FTEL) is part of the Fujitsu Group, delivering ICT-based business solutions to customers in over 70 countries through a workforce of over 173,000 employees. Our regional structure enables customers to share in best-practice approaches, knowledge and re-use from around the world; whilst local operations ensure that solutions are delivered in-line with local customer requirements.

Our current portfolio of services include:

- Component level diagnostics and repair solutions
- Multi-vendor filter and repair avoidance processes
- Return-to-base repair and configuration services
- Warranty repair and exchange services
- Regular maintenance programmes
- Parts recovery and recycling
- OEM upgrades
- Motherboard upgrade and repair

Our expertise lies in being able to undertake the highest quality as-new electronic, mechanical and cosmetic rebuilds for damaged or worn-out machines. Added to this is a comprehensive and highly personable approach to customer service. Each repair is backed by our warranty, providing peace of mind and a guarantee of quality workmanship.

"Our repair solutions extend the life of your products by repairing current faults, replacing deficient components, testing to OEM specifications and procuring legacy parts. Our repair solutions are performed by qualified, experienced, OEM-trained technicians.

We are committed to minimising turnaround time and maximising yield while operating to demanding service level agreements.

Each customer's needs are unique and we understand that. We work with our customers to ensure we truly understand their needs to develop a bespoke repair solution.

By combining our in-depth knowledge of the technology markets with an unrivalled technical expertise, we deliver proven solutions to reduce costs, improve customer satisfaction and retention, while delivering business efficiency."

Sam Burrows, Product Support Supervisor



EPoS Solutions

Having built upon our core business at component level, the Fujitsu Repair Centre now offers a complete EPoS repair solution. This provides an efficient and customer driven maintenance and support service for equipment such as displays and terminals, scanners, cash drawers and printers.

Our repair solution includes full and comprehensive diagnostic testing, complimented by our capability to repair all printed circuit board technologies through plated, surface-mount and BGA components.

Our customers include major manufacturers and High Street retailers, who enjoy the benefits of our complete service wrap, from collection to safe return.

Customer Knowledge

At the Fujitsu Repair Centre, we offer efficient, quality maintenance and support services for Retail & Point of Sale equipment; such as displays and terminals, scanners, cash drawers and printers. Our team have extensive knowledge of devices and equipment from leading retail industry manufacturers. Together with our highly efficient logistic and procurement system and our worldwide contacts, we seek to provide the most efficient customer orientated service together with the highest possible technical standards.

Our current full EPoS solution covers all aspects of rework including:

- Cosmetic damage refurbishment
- LCD and touch-screen replacement
- Power supply unit debug/replacement
- Motherboard debug/replacement

Our repair solution includes full and comprehensive diagnostic testing. Our highly skilled repair team can perform board level repairs, being highly experienced in SMT, PTH and BGA repair – making it possible to repair obsolete machines where parts may not be available. All systems are subjected to a full functional verification test to verify any field reported faults.

Extending the life of your point of sale architecture is critical in order to maximise the return on investment in software, training, PoS equipment, fixtures and peripherals. We understand this and can provide customised upgrade, refresh and preventative maintenance services to keep your PoS equipment “state-of-the-art” and extend the life of this important investment.

Above all, we understand the challenges of the Retail industry and build ‘peak trading’ provisions into our operational planning to ensure our customers trading needs are consistently achieved.

“The EPoS technology market is one of the fastest growing industries in Europe. The latest advancements such as Chip & Pin technology and self-service checkouts are being deployed rapidly.

Working with some of the largest names on the High Street; we develop our processes around the needs of our customers. Our relationships are underpinned by an appreciation of their day-to-day challenges, ensuring that we provide a service that ultimately allows our customers to concentrate on their core business activities.

We communicate daily with our customers. Full visibility of our repairable stock allows our customers the opportunity to prioritise the repair of specific product models, if necessary. In turn, we can respond by implementing a Fastrack Repair Solution.

Whatever your requirement, whatever your market, we have the ability to deliver.”

Fearghal Cahalane, Head of the Fujitsu Repair Centre



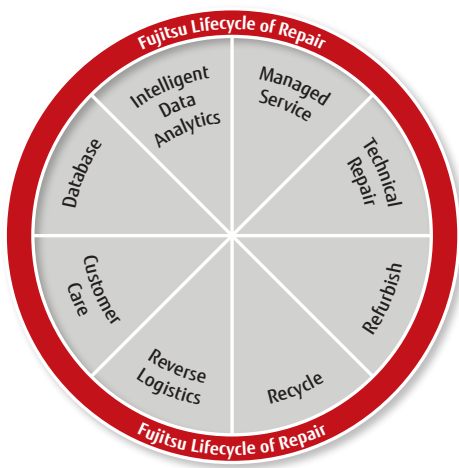
Bespoke Solutions

Fujitsu provide a range of solutions designed to optimise asset retention, to help you maximise your investment.

We pride ourselves on our agility. It is within the Fujitsu mindset to consistently demonstrate the ability to respond to changing conditions, and customer interactions as they occur, enabling your company to capitalise on opportunities, drive greater efficiencies and reduce risk.

Fujitsu's Lifecycle of Repair

Fujitsu's excellence in operating a Lifecycle of Repair for all products that come into the Fujitsu Repair Centre, is key to delivering consistent value to customers and high-quality, fully-managed repair solutions.



Service innovation is central to our business ethos, and we offer a range of popular and successful strands within our dedicated service operation.

We provide an integrated, one-stop service solution across a wide range of industries. Our solutions leverage 20 years of industry-leading engineering and repair capabilities, high volume inventory management and logistics expertise supported by customised IT systems and applications.

We have established a reputation for service excellence, with many of our customers relying on us for a complete one-stop service. Moreover, we pride ourselves on offering a personable service; ensuring our skills and expertise deliver a bespoke service wrap, designed specifically to match our customers' current needs.

Our location enables us to provide a rapid response service – from spares collections and delivery, to next-day fulfilment across the UK. While, our customers benefit directly from our highly competitive distribution costs, matched by lower operational overheads.

Our Portfolio of Services Includes:

- Diagnostics and repair of legacy, current and next generation technologies to component level
- Product screening and fault verification services
- Partial/full refurbishment and remanufacturing
- Low/mid volume and bespoke cable manufacture
- Last-time manufacture and low volume manufacture
- Managed inventory and logistics
- Complemented by end-product and sub-assembly services, hardware/software upgrading, materials sourcing, documentation control, packaging and traceable labelling
- Secure and flexible storage services

Why Fujitsu?

- The security of working with a truly global organisation, complimented with a 'local' and personable approach to service
- Improved customer satisfaction through intelligent service solutions
- Timely, cost-effective product servicing
- Extended product lifecycles and delivering improved return on valued assets
- Turnkey warranty support and assured quality, backed by Fujitsu guaranties
- Established reputation with our market-leading solutions
- Transparent service, keeping you in the picture

The Fujitsu Repair Centre

Tel: +44 (0)844 800 3360

E-mail: repairs@uk.fujitsu.com

Reference: 3XAX-01245AMP - Issue 05 - 2012/05

Copyright: © Fujitsu Telecommunications Europe Limited 2012

Registered in England: 2548187

Registered Office: Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU. UK

All rights reserved. No part of this document may be reproduced, stored or transmitted in any form without the prior written permission of Fujitsu Telecommunications Europe Limited.

Fujitsu Telecommunications Europe Limited endeavours to ensure that the information in this document is correct and fairly stated, but does not accept liability for any errors or omissions.

uk.fujitsu.com