

Repair Service Portfolio

The Fujitsu Repair Centre

A Comprehensive Managed Repair Service to Maximise the Equipment Lifecycle

The Fujitsu Repair Centre is a Centre of Excellence for comprehensive restoration solutions. The award winning facility provides technical expertise, quality repair and exceptional customer service. Fujitsu's Lifecycle of Repair is key to delivering high-quality, fully-managed repair solutions at consistent value to customers.

Managed Service

The Fujitsu Repair Centre is able to offer a fully managed service for repair:

- Fault/Problem reporting and diagnosis
- Advanced Replacement
- Technical Repair and Refurbishment
- Warehousing, Logistics and Spares
- Vendor Management
- 24/7 Network Monitoring

Technical Repair

We have the proven ability and expertise in the repair of:

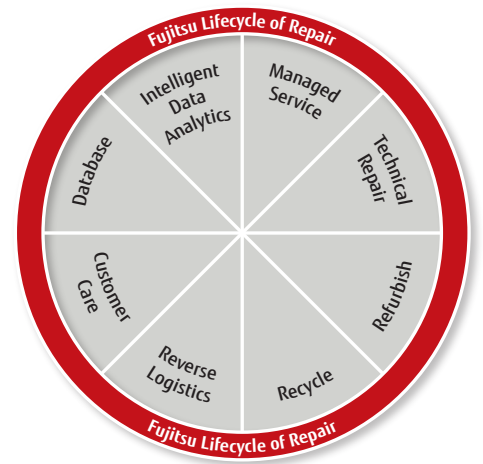
- Broadband Access Technologies and Network Terminating Equipment
- Printers
- EPoS Hardware
- Laptop and Notebooks
- IT Hardware and peripherals
- TFT Monitors
- Telsets/PBX and other Customer Premise Equipment
- Routers
- Motherboards
- Tablet PCs
- Scanners/Barcode Readers

Refurbish

Fujitsu will not only undertake repairs of your product, but will aim to refurbish the product to an as-new standard. This unique refurbishment service separates Fujitsu from the competition.

Recycle

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



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FUJITSU

The Fujitsu Repair Centre has established a reputation for service excellence, with many customers relying on Fujitsu for a complete one-stop service.

Moreover, Fujitsu has pride in offering a personable service; ensuring the right skills and expertise deliver a bespoke service wrap, designed specifically to match the customers' current needs.

Reverse Logistics

Fujitsu also operate in the field, allocating Technical engineers to customer sites. Services include:

- On site component replacement
- Break Fix Repair
- Retrieval from site
- Swap it and return
- Technical fault diagnosis
- European Logistics

Customer Care

Above all, Fujitsu has developed a 'can do' culture across the business, focused on understanding customers' needs for cost-effective quality repair services and solutions. Fujitsu works hard to ensure customers remain satisfied and get maximum value from their product. To assist with this, Fujitsu offer a minimum 6 month warranty on all repair activity.

Database

The unique Service and Repairs System database is utilised on all products that come into the Fujitsu Repair Centre. Each item is given a unique identifier and is tracked through the repair process logging faults, fix data, warranty dates, components used and individuals who have carried out the repair.

Intelligent Data Analytics

Utilising Service and Repairs System data, Fujitsu are able to identify common faults within customer products and recommend proactive component replacements or repairs that will improve a products reliability.

Additional Services

The Fujitsu Repair Centre also offers a number of added value services including:

- Bespoke Cable Manufacture
- Spares Management
- Equipment Calibration
- Telephone Handset Manufacture
- Printed Circuit Board Ball Grid Array component repair/replacement and test

Bespoke Projects

Whatever the size or complexity of the project, the Fujitsu Repair Centre will review the requirements to provide a solution.

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 market-leading solutions
- Transparent service, keeping the client in the picture

Accreditations

- ISO 9001:2008
- ISO14001
- BS OHSAS 18001
- BSI - TL9000
- Investors in People
- BT Supplier Award

Contact

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