

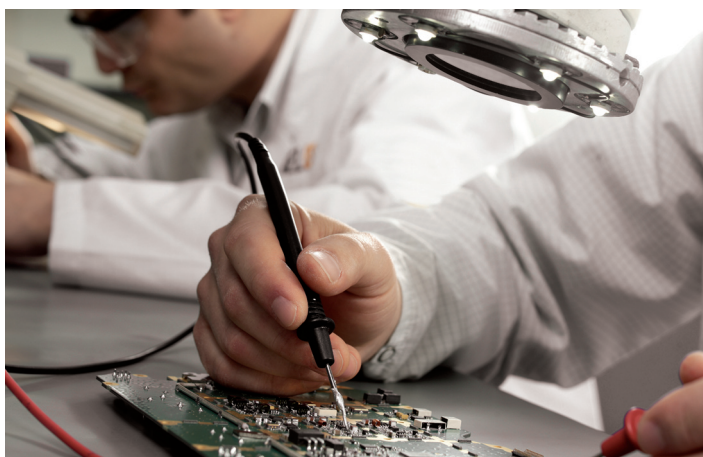
Case Study

Technical Repair Services

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.«

Andy Stevenson, CEO, Fujitsu Telecommunications Europe Limited



The Customer

Fujitsu provide proprietary owned, as well as third party broadband technology equipment into major UK and European carriers, including: BT, KCom, Jersey Telecom and Gibraltar Telecom, amongst others.

The Challenge

Provide a comprehensive and commercially viable technical repair service to maximise the lifecycle of both Fujitsu proprietary products and third party broadband technology equipment, through an intelligent repair cycle.

The Solution

The Fujitsu Repair Centre is one of the largest product recovery and repair service providers in the UK. This highly successful, specialist division, handles the complete recovery, refurbishment and remanufacturing cycle, for carriers and Original Equipment Manufacturers (OEMs), from the purpose-built 25,000 sq. ft complex.

Undertaking the highest-quality electronic, electro-mechanical and cosmetic rebuilds of damaged, badly-worn or faulty items – Fujitsu recover as-new stock from products otherwise destined for disposal, and reduce waste by extending product lifetimes. Several thousand items are shipped every month, to customers throughout Europe and in the US.

Each customer has different repair timescales, so Fujitsu focus on fulfilling demand based on customer Service Level Agreements (SLAs). Extensive in-house test facilities are adapted to suit each project's requirements, with appropriate test programmes being devised accordingly. Acceptance tolerances are agreed with the customer in advance, to ensure that the as-new specifications are met and maintained as comprehensively as possible.

Fujitsu's product repair service is set-up into 5 areas that cover different product families including; fibre transmission equipment, copper and co-axial transmission equipment, switching equipment, motherboards and fan trays.

The Customer

- BT
- Colt
- Jersey Telecom
- Gibraltar Telecom
- Telent
- KCom

The Challenge

Provide an efficient and effective repair service for broadband access, telephone switching equipment and electro-mechanical products

The Solution

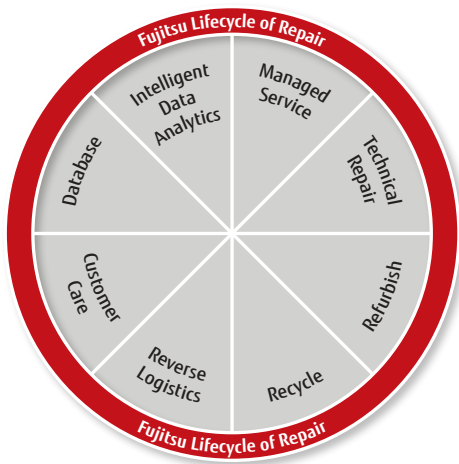
Offering an array of extensively proven, highly sophisticated, test and repair solutions; providing a cost effective, quality service to the customer

The Benefit

- Lengthening the lifecycle of the product
- Improved equipment reliability
- Product improvement feedback
- Maximum return on investment
- Industry accreditations including IIP, TL9000 and supplier excellence awards

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.



Working closely with the OEMs, Fujitsu ensure repairs are carried out in-line with their requirements. This includes the use of original manufactured components to maintain a high standard of first-time fix repairs.

Other added value solutions that Fujitsu's Technical Repair team undertake include:

- Cleaning of fibres
- Cleaning of line cards
- Anti-static working
- Database – product history (second-time returns)
- Specialist testing solutions

The Benefit

As part of the repair process, Fujitsu has worked with clients to introduce better working practises and product improvements. For example, Fujitsu's Technical Repair team liaised with Telent in regards to firmware codes for their inter-access 2 products, where the requirement was for Fujitsu to carry out a complete repair. In addition, Fujitsu carried out last-time buy of stock to enable repair beyond equipment obsolescence.

Fujitsu manage the receipt and dispatch of products with customers to ensure compliance with expectations. For instance, for BT the Fujitsu Stores team advises the recipient of release dates, and receive tracking numbers in return. This gives early visibility of delivery, enabling BT to book the goods in and ensures compliance with SLAs.

Fujitsu understand the integration between product families and has tailored repair and test solutions to suit. Another important factor is regularly communicating with product manufacturers to maintain a component base and be aware of obsolescence for last-time buys. A global purchasing power and worldwide relationships allow Fujitsu to source and purchase components where other providers may fail.

Fujitsu re-uses packaging, components, plastics and metals where possible, and re-use the materials within the printed circuit boards, under the EC directive regarding Waste Electrical and Electronic Equipment (WEEE). As well as being sustainable and environmentally friendly, it provides best value to customers and prolongs the life of the repaired assets.

Specifically designed, system reference and testing models are set-up to ensure that all repairs are fully checked in normal operation prior to dispatch. This includes checking circuitry and board level components utilising specialist electronic equipment. When common faults are diagnosed, Fujitsu implements a Change Order that applies a blanket repair on a particular fault type, thereby ensuring continual improvement to the customer and internal efficiencies.

On system reference models, calibration testing is carried out to ensure compliance with electrical regulations. Ongoing maintenance regimes are carried out on Fujitsu's system reference models and particular card spares.

Conclusion

The Fujitsu Repair Centre has a number of services that add value to the repair process including:

- Lengthening the lifecycle of all products under repair
- Intelligent component tracking – spotting obsolescence, last-time buys, alternative items, continuity of supply
- Liaising with customers – being proactive, by continually analysing Fujitsu's extensive database and identifying common faults or potentially defective components and notifying the customer

About Fujitsu

Fujitsu within the United Kingdom and Ireland provides ICT services to a large number of corporate, government and enterprise businesses, with annual revenues of over £1.5 billion. As a telecommunications specialist, Fujitsu Telecommunications Europe Limited provides expertise in the provision of integrated, end-to-end, next generation network solutions from initial design, development and manufacture through to, implementation, support, operation, maintenance and ongoing network management. In addition, the Fujitsu Repair Centre supports the refurbishment, renovation and repair of an array of telecommunications, retail and IT equipment.

Contact

THE FUJITSU REPAIR CENTRE
Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU. UK
Tel: +44 (0)844 800 3360
E-mail: repairs@uk.fujitsu.com

Reference: 3XAX-01245BNQ - Issue 02 - 2012/05

uk.fujitsu.com

© Copyright Fujitsu Telecommunications Europe Limited 2012. 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.