

# Logistic Services

DecisionOne Logistic Services are designed to help our customers cost-effectively utilize centralized depot service center capabilities. DecisionOne provides single source servicing for all of your technology support challenges — enabling you to integrate logistics together with field services and remote technical service support — all from one service provider.



US Inquiries: 888-287-9202  
Canadian Inquiries: 800-554-5179  
[www.decisionone.com](http://www.decisionone.com)

## Warehousing and Inventory Management

When cost and management of warehousing and inventory is a concern, DecisionOne can provide a cost-effective, scalable, and flexible solution. Activities include receiving inventory from you or your vendors, warehousing product, and product shipment per your requirements.

## Advance Exchange

For business equipment that can afford to wait for next business day repair/replacement, DecisionOne consigns your inventory, and ships the replacement unit directly to your end user, who then returns the non-working unit to DecisionOne — eliminating deskside support.

## Staging and Configuration

For customers who purchase multiple vendor components and need to integrate and configure them into a custom system, DecisionOne provides a solution that reduces onsite labor and maximizes installation success. Components are configured in a mockup environment, integrated, and tested prior to installation.

## Warranty Management

Saving valuable manufacturer's time and oversight, DecisionOne can serve as your partner to centralize collection and storage for receiving and managing equipment returned during the OEM/supplier warranty period. We will act as your Authorized Service Provider (ASP) or forward the equipment to your OEM.

## Repair Services

With DecisionOne's Repair Service program, you can ship your defective equipment to one of our service centers, where the equipment is repaired to OEM functional specifications within five working days of receipt. Additional offerings include de-manufacturing, disposal, reclamation, and refurbishment.

## Product Recall Services

A complete end-to-end solution for OEM recall needs — from interfacing with your corporate web site, to 800 number call center capabilities, to logistics services including receiving damaged product, shipping replacement; and repairing, disposing of, or sending damaged goods back to its original manufacturer.

## Test and Screen

Preventing unnecessary costs and processing delays with equipment returns, we provide pre-screening of suspected defective equipment that is in or out of OEM/supplier warranty. Technology professionals perform a quick test that verifies equipment functionality. Pre-testing ensures No Defect Found (NDF) units are identified for redeployment.

## Refresh Programs

Designed as an alternative to costly replacement of desktops and laptops, DecisionOne can perform cost effective updates to your equipment — extending your technology investment.

## Asset Recovery

Faced with properly disposing or salvaging retired equipment, DecisionOne provides a comprehensive set of asset recovery alternatives including remarking/resales, disposition to EPA guidelines, donations, reclamation, de-manufacturing, lease returns, and test and audits.

## Supported Technologies

- Desktop, laptop, and workgroup devices
- Displays — CRT/LCD monitors, LCD/Plasma TVs
- Printers, scanners, and multifunction equipment
- Kiosks and POS equipment
- PDAs and wireless devices
- Network devices
- Digital and photo imaging devices

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated remote, field, and logistics capabilities
- 45+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ badged technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities supporting strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO 9001:2000 certified facilities, continuous training and certification, and customizable service support programs

Headquartered in the Philadelphia suburb of Devon, Pennsylvania, DecisionOne is a premiere partner to Original Equipment Manufacturers (OEMs), outsourcers, and resellers — delivering technology support services throughout North America. The company's footprint of service locations throughout the U.S. and Canada and centralized support capabilities enable DecisionOne to provide local, reliable, cost-effective IT deployment and support.

Visit us on the web at [www.decisionone.com](http://www.decisionone.com)