

# Product Recall Services

DecisionOne knows that when a product recall occurs, your relationship with your customers and the future of your brand must not be compromised. Whether it's 700 or 700,000 units, DecisionOne offers 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 providing packaging for the consumer, receiving the damaged product, shipping a replacement; and repairing, disposing of, or sending the damaged product to its original manufacturer. By outsourcing your product recall needs to DecisionOne, you gain access to a single-source service provider with integrated remote, onsite, and logistics capabilities.

## The DecisionOne Solution

DecisionOne's Product Recall Service is a fully integrated recall solution without costly personnel, IT or infrastructure investments. This service enables you to engage a single point of contact for all logistics and repair and call center needs while minimizing the complexities and business impact of the product recall process.

DecisionOne can help design a custom solution to help reduce the burden and anxiety of product recalls. Variable elements of the service include: website interface with form being remitted directly to DecisionOne, immediate and scalable call-center services with optional 24x7 availability, historical and real-time client relationship management reporting tools accessible via a web portal, call monitoring and customer notification; and logistic services including replacement/repair services, warehousing and inventory management, advance exchange, test and screen, disposal, donation, reclamation, and de-manufacturing.

A DecisionOne Program Manager responsible for defining project-planning objectives and a schedule that meets those objectives, as well as managing roles and responsibilities will work closely with you to coordinate a plan and schedule that meets your organization's needs. Once determined, the Program Manager will manage and monitor the plan and required resources and track key metrics, and establish and manage regular project communications.

## Benefits Delivered

Partnering with DecisionOne to provide product recall services enables you to realize the following benefits:

- Delivery of a cost effective and timely solution in response to manufacturing or other defects
- Improved visibility into recall requests due to single point of contact and detailed tracking and reporting as required by ISO:9001:2000 certified and ISO 14000 and ISO 18000 compliant provider
- Reduction of inventory exposure by performance of test and screen services to weed out devices not subject to recall
- Minimized disruption to both normal sales, as well as normal service and delivery operations, by outsourcing the customer service and repair, and staffing requirements, respectively
- Maintained customer confidence by timely remediation of problem by experienced provider of both customer service and repair, with minimal effort and inconvenience

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## Services Overview

- **Service Desk Infrastructure**
  - Toll-free service with dedicated number
  - Knowledgeable staff with variety of hardware and electronics expertise
  - Quick turn-up time
  - Direct interface with customer Web site
  - End-to-end management (call to resolution)
- **Optional Services**
  - Repair/Replacement
  - Warehousing/Inventory Management
  - Advance Exchange
  - Test and Screen
  - Disposal

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ 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 professional throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support 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 certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.