

# Product Recall Services Overview

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## The Challenge

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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 recall needs — from interfacing with your corporate web site, to 800 number call center capabilities, depot repair and logistics services. With DecisionOne as your partner, you gain access to a single-source service provider with integrated remote, onsite, and logistics capabilities.

## Our Solution

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DecisionOne's Product Recall Service is a fully integrated recall solution provides a single point of contact for all depot repairs. Our logistics solutions can help reduce the burden and anxiety of product recalls. We work closely with you to engineer a solution to meet your business objectives, manage roles and responsibilities, and plan a recall process that meets your call center needs. Services include: web-based processing; immediate and scalable call-center services with 24x7 availability; historical and real-time reporting; call monitoring and customer notification; depot/repair services; warehousing and inventory management; advance exchange; test, screen, disposal, and reclamation.

## Benefits Delivered

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DecisionOne's product recall services provide:

- Cost effective and timely solution for manufacturing or other defects
- Improved visibility and reporting into recall requests via single point of contact
- Reduce inventory exposure via test and screen services to eliminate devices not subject to recall
- Minimized disruption to normal sales, service and delivery operations, via an outsourced recall solution
- Timely remediation of problem resulting in customer confidence

## Service Features:

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- Quick turn-up time
- End-to-end management (call to resolution)
- Depot Repair
- Warehousing/Inventory Management
- Advance Exchange
  - Test and Screen
  - Disposal
- Toll-free service with dedicated number
- Web-based interface
- Experienced IT services staff



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