



Advanced Technical Services

RMA Management Services Providing OEM Support Solutions Since 1981

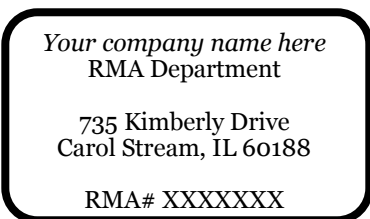
Advanced Technical Services (ATS) offers a variety of RMA service offerings to help customers reduce cost, reduce cycle times and increase customer satisfaction.

The ATS' RMA team is committed to delivering the highest level of customer satisfaction throughout the RMA process and offers a variety of logistics solutions to streamline the RMA and repair process. Customers can choose from several options to design the RMA process that best suits their unique business needs.

RMA support solutions include; a dedicated in-house technical staff for faster repair cycle times, advanced exchange and warranty screening programs to reduce cost, and make certain critical equipment is available when and where it is needed most.

Certified & Trained Technical Staff

Since 1981, our team of highly skilled engineers, technicians, and warehouse support staff have supported the needs of major OEM customers worldwide. The ATS technical staff has over 300 years of combined experience and has repaired over 12,000,000 electronic products for their customers.



Sample RMA Shipping Sticker

Advanced Exchanged Programs

Our Advanced Exchanged Programs help minimize customer wait time by sending pretested products out to customers in advance of their defective returns. Advanced Exchange Programs have consistently been shown to improve customers satisfaction and loyalty across many industry groups.

Warranty Screening

The RMA Solutions team offers warranty screening programs to help our customers reduce warranty costs. All incoming products are screened for warranty status and processed according to customer designed specifications. Warranty screening consistently lowers the total cost of repair.



RMA Management Program Overview & Benefits

The RMA Management Program lowers customer overhead and labor expense by reducing head count and facility costs while improving customer satisfaction.

By outsourcing some or all of the RMA and repair process customers can free up valuable warehouse space which can be used for other strategic initiatives or closed for further cost reduction.

The expedited delivery and shipping solutions ensure that customer downtime is minimized through same-day or next day shipping.

Utilizing our RMA solutions allows our customers to focus their internal resources on important corporate initiatives while ATS manages the RMA / repair process.

Key Benefits

- RMA process designed to meet your unique business requirements
- Reduced labor and overhead costs
- Reduced cycle times / improved customer satisfaction
- Customer specific management reports available
- Legacy and current model support
- Free evaluation and proposal



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