



Advanced Technical Services

Providing support solutions to Original Equipment Manufacturers

Advanced Technical Services (ATS) ISO-9000 certified, OEM support solutions are engineered to meet the highest standards of quality, cost and delivery.

The ATS OEM support team is committed to delivering the highest level of customer satisfaction throughout the RMA process and offers a variety of remanufacturing, repair, and related solutions designed to support the needs of the OEM and its customers.

ATS OEM support solutions include; a dedicated customer care team for faster RMA origination and processing, an engineering and technical staff for faster repair cycle times, advanced exchange programs to improve customer satisfaction and warranty screening programs to free up OEM resources and make certain customer's returned products are processed quickly and returned.

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.

Industries Supported:

- Automotive
- Marine
- Agriculture
- Entertainment
- Interactive Kiosk / Gaming



Advanced Exchange Programs

Advanced Exchange Programs improve customer satisfaction and help reduce cycle time by rapidly supplying replacements for defective units to the field and by quickly processing and repairing field returns.

The advanced exchange process supports the continual flow of products back to the supply chain minimizing the need of adding costly new replacements to the system.

These activities reduce OEM inventory carrying costs while improving both customer satisfaction and supply chain performance.

ATS Advanced Exchange Programs free up valuable warehouse space by stocking and managing equipment spares and cores at our central US-based regional depot location.

ATS' expedited delivery and shipping solutions insure that our OEM's customers are supported through same-day or next day product shipping.



Warranty Screening Programs

ATS offers Warranty Screening Programs that can simplify repair programs by managing all field returns through a single location. Warranty Screening Programs allow our OEM customers to focus their internal resources on important corporate initiatives while ATS manages their RMA and repair needs.

Services Offered:

- Customer RMA Origination and Management
- Depot Repair Services
- Repair & Return Programs
- Advanced Exchange / Core Management
- Warranty Program Management
- Out of Warranty / Past Model Support
- Engineering Change Order Support
- Reverse Engineered Repair Solutions
- Vendor Managed Inventory Programs (VMI)
- Warehousing and Fulfillment

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ISO 9001:2008 Certified