

INTERNATIONAL SERVICE NETWORK

The independent maintenance and repair service for electronic equipment like computer systems, cash register systems, chip and pin machines. Save on management time. Enlarge the freedom of negotiation in the acquisition process. Deliver excellent service. Enlarge market reach. **Flexibility in service.**

concise  ISN



EFT terminals | Cash register systems | Scales | Exchange and Deposit safes | Cash dispensers |
 Faxes | Barcode readers | Bank note value counters | Copiers | Telephone switchboards |
 Printers | Alarm systems | Computer systems | Networks | Domotics | Scanners | R-F systems |

INTRO

Your organisation delivers a tangible product; e.g. an ICT network, a cash register system or an EFT machine. Your client, however, doesn't only want to buy the tangible product, but would prefer the complete system: including the installation, maintenance, software updates and if needed, the repairs.

Because of this market request, your organisation disposes of its own maintenance and repair service. And that offers great advantages. Your technicians are familiar with the technical side of the products and are available in every situation. That way, your clients are happy with the total concept.

OWN MAINTENANCE AND REPAIR SERVICE

But the exploitation of such maintenance and repair service also has a downside. There aren't all that many good maintenance technicians floating about. Maintenance technicians perform relatively low direct hours of labour, because of the large number of miles they do. Labour and transport costs are on the up. The roads are jam-packed which only enlarges the chance of the maintenance technician being delayed. All these matters, unwillingly, force the cost price up. And this while the sales prices of maintenance and repair have been determined long ago in the contracts with your clients.

From experience, there are also examples of situations whereby your own service organisation is not adequate for the market request. Think about situations where it is difficult to plan the works, because of the agreements with your clients or the layout of the logistics. On average, in such projects, your employees are waiting a lot or travelling unnecessary miles. And that's what makes it expensive.

What these organisations have in common is that every maintenance or repair request is placed in the planning. Most of the time, there is too little or too

much volume. What they also have in common is that the maintenance service impounds on the management, personnel department, means of transport and housing. By now, you probably know how much work it is to organise your own maintenance and repair service.

A SOLUTION THAT FITS YOUR CLIENTS

Increasingly more and more companies are looking for different, innovative solutions for the handing over, maintenance and repair of their own products. The objective is to streamline your own organisation aimed at the level of service your client requests at prices your client is willing to pay.

Your client appreciates repairs being executed fast and in a good way. After all, they buy a complete solution that has to perform. The ability to deliver maintenance and repair also influences the commercial power of your company. Your sales shelf is limited to the reach of the maintenance service.





THE CONCISE ISN SOLUTION

In 2005, Concise was approached by several relations with the questions whether we could come up with a solution for the rendering of maintenance and repair.

Concise offered its relations a solution that works. In the shape of a countrywide maintenance and repair team. Known also as Concise ISN. ISN is a team of excellently motivated and qualified people. And to know that such a team is a scarce item. But there is more.

The Concise ISN service technicians:

- Live in their own region and are spread all over Europe;
- Speak the language of the region;
- Work on a call-out base;
- Are deployable immediately;
- Have knowledge and experience of several products and brands;
- Take part in training for specific products.

The Concise ISN concept has been tested on the market, with the help of several clients. And it works. Several companies, each with their own brand and their own products make collective use of the Concise ISN service technicians. We manage to meet the arrangements our clients made with their clients. The flexibility Concise ISN offers, gives companies new chances.

From the pilot it appears that the implementation runs smoothly. The results are encouraging in such a way



that the pilot has grown into a formal organisation. With account managers, a call centre and a growing number of service technicians. That is Concise ISN.

NEW PHASE

In the mean time, Concise ISN has reached a new phase. We are cooperating with several clients and take care of maintenance and repair calls on a daily basis. Clients deploy Concise ISN to deal with situations which are difficult to organise. This is possible because of our high level of flexibility and adjustable volume.

Concise ISN is often deployed in the following situations:

- Looking after maintenance and repair in unprofitable regions;
- Looking after maintenance and repair for a specific client, or group of clients who are hard to please;
- Deployment in handing over project with an ad-hoc delivery;
- Relief during temporary volume shortages;
- Act as a substitute during illnesses;
- As cooperative foreman at projects;
- Short-term and long-term secondments, namely for projects which need an experienced and responsible person.





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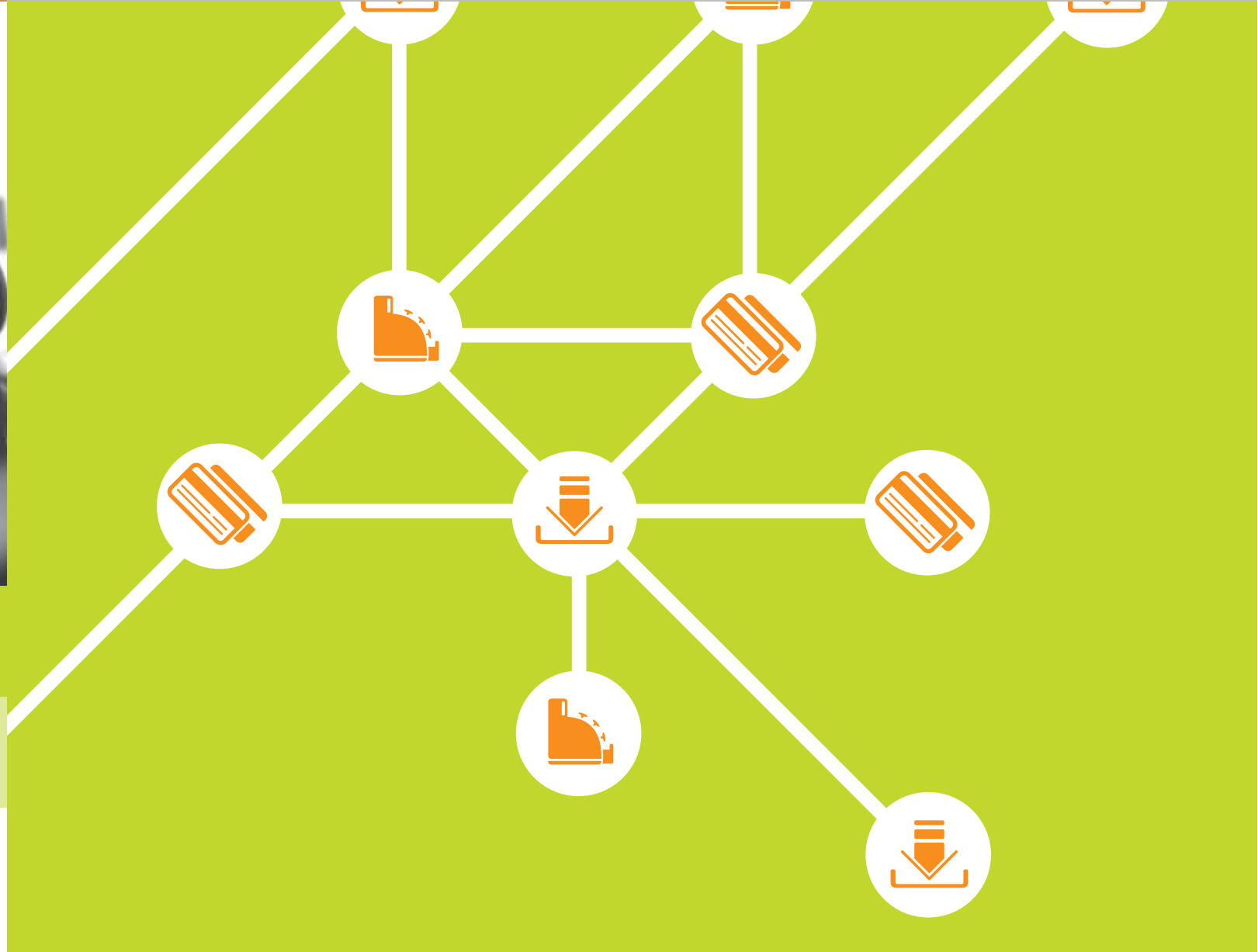
PROFILE OF CONCISE ISN SERVICE TECHNICIANS

Concise ISN service technicians are experienced electro technicians with ICT specialisation. They are men and women who have several years' experience with hands-on activities. Responsible people, with lots of experience in a multitude of work situations and interest in different kinds of equipment. They are people who show commitment to their trade and to Concise ISN. Due to the stability of the team, the knowledge and experience, the team members acquire with your products and solutions, will be preserved for a longer time.



Our offer fits the requirements of the market. For your organisation too, we would like to offer a tailor made solution. Perfect for your specific organisation. And your specific wishes.

Set a date to meet with us now, and see whether we can be of service to you. Let Concise ISN prove to you that she always has the solution to your capacity question.



ISN FITS YOUR ORGANISATION

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