

# Effortless Service Network

## Enabling global organizations to improve and control their return and repair processes

Effortless Service Network is a customer care platform that enables global organizations that manage large device volumes to integrate with their service partners in order to improve their return and repair processes. eBuilder Service Network allows efficient and cohesive management of the after sales network, enabling the organization to maintain a centrally controlled service network processes with end-to-end-visibility.

Effortless Service Network is a ready-to-run and proven solution, spanning more than 70 countries worldwide. The network connects all major electronics service and repair providers as well as all major logistics and transport carriers. Organizations can automate their return and repair processes with a powerful and flexible business rule engine to optimize order and logistics as well as to introduce repair avoidance processes.

Effortless Service Network provides best practice operational processes which significantly reduces the cost of administration, operation and assets out-of-the-box. In addition to providing end-to-end

process visibility and control, Effortless Service Network offers customer self-service and service booking capabilities which enables organizations to exploit opportunities in providing value adding and out-of-warranty services.

### Effortless Service Network provides ready-to-run support for:

- Service Order processing
- Order and transport routing
- Contract Management
- Transport and logistics management including track and trace
- Document generation
- Service and repair management
- Warranty and control management
- Forecasting and inventory management
- Swap and upgrade management including recycling
- Business intelligence



## Effortless Service Network features in brief

### Service order processing

eBuilder Service Network provides multiple capabilities for users to create and manage service orders, including auto scanning, batch orders and manual entry.

### Order and transport routing

Product routing is based on two key aspects: order specifics and transport options. Flexible and automated routing provides streamlined returns and repair processing to ensure optimal results.

### Contract management

Contract management enables organizations to manage all the types of contracts that are necessary for the return and repair process, including transport providers, service partners and SLAs.

### Transport and logistics management

eBuilder Service Network has ready-to-use integrations to all major global transport providers as well as local transport providers in selected markets. The transport process is automatically invoked in the dispatch process limiting manual labor and minimizing the risk for errors.

All processes in eBuilder Service Network are transparent and provide track and trace capabilities for all parts of the service process.

### Document generation

eBuilder Service Network provides automated document generation that ensures correct labeling, packing, customs documentation and other necessary documents for global as well as local or regional transport.

### Service and repair management

Service and Repair management enables service and repair staff to report diagnosed faults, with standard fault codes published by the device manufacturer to ensure consistency in reporting and service analytics. Consistent reporting enables service and repair to be aligned with claims handling systems for financial claim realization between insurance providers and repair partners.

### Warranty and control management

Flexible warranty and control management enables organizations manage warranty, non-warranty, DOA and ELF claims. Claims can be defined for each country or markets, and can be differentiated based on device and geographical parameters.

### Forecasting and inventory management

Asset planning and forecasting enables organizations to manage assets in a supply chain network to ensure the optimum amount of assets are located at the right place at the right time. Includes planning and forecasting of spare parts as well as swap units. Input includes sales and failure rate plans as well as historical failure rates and repair and refurbishment rates.

Inventory visibility in eBuilder Service Network can be leveraged in two ways; either by maintaining a fully functional inventory or by synchronizing with an existing WMS system to obtain detail inventory visibility for reporting purposes.

eBuilder Service Network maintains products as master data under different categories including spare parts. All connected repair centers can report on the spare parts they use during the repair process.

### Swap and upgrade management

eBuilder Service Network can manage the device swap process by providing all the information required to make a swap decision on an operational level. Swap rules allow an organization to automate potential swap scenarios and if an order is eligible for a swap, a pick list will be auto-generated and the dispatch process is instigated.

The upgrade process is supported through swap management. Configurations related to swap management allows organizations to maintain a swap hierarchy.

End-of-life and recycling workflows enable organizations to manage device so they are routed to a recycling partner as they enter the service network. eBuilder Service Network supports black listing of re-cycled devices to provide additional validation as to ensure that recycled devices are not accepted as repairable devices in recycling and refurbishment fraud cases.

### Business intelligence and analytics

eBuilder Service Network also includes a Business Intelligence module that enables organizations to ensure control and provides end-to-end process visibility on strategic, tactic as well as operational levels.