

Logistic Services

DecisionOne Logistic Services are designed to help our customers cost-effectively utilize centralized depot service center capabilities. DecisionOne provides single source servicing for all of your technology support challenges — enabling you to integrate logistics together with field services and remote technical service support — all from one service provider.

Warehousing and Inventory Management	When cost and management of warehousing and inventory is a concern, DecisionOne can provide a cost-effective, scalable, and flexible solution. Activities include receiving inventory from you or your vendors, warehousing product, and product shipment per your requirements.
Advance Exchange	For business equipment that can afford to wait for next business day repair/replacement, DecisionOne consigns your inventory, and ships the replacement unit directly to your end user, who then returns the non-working unit to DecisionOne — eliminating deskside support.
Staging and Configuration	For customers who purchase multiple vendor components and need to integrate and configure them into a custom system, DecisionOne provides a solution that reduces onsite labor and maximizes installation success. Components are configured in a mockup environment, integrated, and tested prior to installation.
Warranty Management	Saving valuable manufacturer's time and oversight, DecisionOne can serve as your partner to centralize collection and storage for receiving and managing equipment returned during the OEM/supplier warranty period. We will act as your Authorized Service Provider (ASP) or forward the equipment to your OEM.
Repair Services	With DecisionOne's Repair Service program, you can ship your defective equipment to one of our service centers, where the equipment is repaired to OEM functional specifications within five working days of receipt. Additional offerings include de-manufacturing, disposal, reclamation, and refurbishment.
Product Recall Services	A complete end-to-end solution for OEM recall needs — from interfacing with your corporate web site, to 800 number call center capabilities, to logistics services including receiving damaged product, shipping replacement; and repairing, disposing of, or sending damaged goods back to its original manufacturer.
Test and Screen	Preventing unnecessary costs and processing delays with equipment returns, we provide pre-screening of suspected defective equipment that is in or out of OEM/supplier warranty. Technology professionals perform a quick test that verifies equipment functionality. Pre-testing ensures No Defect Found (NDF) units are identified for redeployment.
Refresh Programs	Designed as an alternative to costly replacement of desktops and laptops, DecisionOne can perform cost effective updates to your equipment — extending your technology investment.
Asset Recovery	Faced with properly disposing or salvaging retired equipment, DecisionOne provides a comprehensive set of asset recovery alternatives including remarking/resales, disposition to EPA guidelines, donations, reclamation, de-manufacturing, lease returns, and test and audits.



Supported Technologies

- Desktop, laptop, and workgroup devices
- Displays —CRT/LCD monitors, LCD/Plasma TVs
- Printers, scanners, and multifunction equipment
- Kiosks and POS equipment
- PDAs and wireless devices
- Network devices
- Digital and photo imaging devices

Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ DecisionOne W-2 technology professional throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.

Visit us on the web at www.decisionone.com