Press Release

IT Repair Specialist Triage Services Secures UK Authorised Service Provider Agreement with Leading PC manufacturer

Triage Services to provide integrated logistics and return-to-base warranty repair services to a global manufacturer of IT and computing products

12 May 2009 — Triage Services, the UK's leading independent provider of repair solutions to the IT industry, today announced it is to provide a fully managed return-to-base warranty repair service to one of the world's leading manufacturers of laptop, notebook and netbook products.

Under the terms of the agreement Triage Services becomes an accredited Authorised UK Service Provider, and will initially be responsible for the collection, repair, and return-to-customer delivery activities on a wide range of laptop, notebook and netbook models. The agreement covers both in-warranty and out-of-warranty repairs for the manufacturer's retail and contract service customers.

"An integrated IT platform was developed to give consolidated visibility across the supply chain," states Gary Moinet, Managing Director of Triage Services. "As part of the service, we also designed a unique customer-facing SMS communication process that ensures customers are pre-informed of collection and dispatch slots and can interact with us to confirm or re-schedule pick-up times that work for them," he continues.

Commenting on the agreement, the manufacturer's UK Service Manager states: "Our aim is to build highly integrated relationships with service partners that share our aspiration for the delivery of exemplary customer service. Triage Services has worked closely with us to create a service supply chain that's designed to meet our specific commercial and customer service goals."

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About Triage Services

Triage Services is the UK's leading independent provider of outsourcing and managed repair solutions to the IT service sector. It provides total service solutions for the repair and re-utilisation of ATMs, barcode scanners, networks, desktop products, notebooks and PDC equipment and offers both system integration and consultancy services. Triage Services is also a leading UK provider of support services for automatic identification and data capture (AIDC) technologies.