



Redefining Customer Experience

Micro 2000 is the managing After Market service partner for many major smartphone brands and Original Equipment Manufacturers (OEMs). These brands have considerable customer bases and we are well positioned to service a wide range of electronic devices at any given timeframe. We work with our clients to better understand the underlying drivers of their post sales product support strategy and are committed to drive successful interactions at all levels. Every interaction is perceived as an opportunity for our clients to gain valuable inputs about the products they offer their customers.

Our fast-track service centres are located at easily accessible locations in Singapore and Malaysia to provide your customers with a more convenient in-store support experience for warranty and out of warranty transactions. Our Customer Service Officers (CSOs) will try to gain an in depth understanding of the customer's concerns and detailed down accordingly in our integrated service system to aid in diagnosis and troubleshooting by our engineers thereafter. All sent in devices will be subjected to some dedicated pre-screenings to ensure proper classification (e.g. Dead on Arrival).

Micro 2000 dedicated helpdesk team comprise of seasoned service professionals to help ensure that your customers have access to the most personalized call centre service experience. Our CSOs are equipped with dynamic support content such as responses to frequently asked questions, technical specifications of our managing partners' latest electronic devices and how to guides, making them well placed to provide quality advice for any customer related enquiries revolving around the use of smartphones, laptops and other electronic devices. They play a pivotal role in device pick-up coordination, answering to repair related queries via phone or emails and guiding basic troubleshooting and diagnostic routines in real time.

We understand that there are circumstances that may necessitate for an onsite repair job. With the connectivity of today's world, support has to be easily accessible; at Micro 2000, we bring it to the next level, we bring it right to your doorstep, regardless of location in Singapore. Our onsite engineers are equipped with brand-specific sanctioned tools and equipment that will expedite the support and repair process. We also cater for a bespoke support package to provide 24 hours express service for your customers' critical needs upon request.

If the device concerned is out of the manufacturer's warranty, payment on the part of the customer will be warranted. Our CSOs will only proceed with the repair request after seeking the customer's concurrence on the matter. We value the sensitivity of your customers' data and will only use the information provided by them for the repairs/support services required. All these promote a strong service promise that will be greatly appreciated by your customers and make them return as recurring users.

Overview

Micro 2000 understands that our front end served as an interface between our customers and our established back end. To ensure a positive experience from start to finish, our customer service officers have been inculcated to always service from the customer's viewpoint and to do so from the heart while paying heed to the attitude and approach adopted towards each and every service request. Currently, customers have the liberty to choose to engage with us via our dedicated call centre or simply walk in to one of our service outlets, strategically located in Singapore and Malaysia to bring about the most convenience to our prospective customers. We are actively seeking ways to value add on the channels available for our customers to reach out to us.



Features

Dedicated pre--screening tests to highlight device issues

In depth understanding of device issues and dedicated prescreening tests will ensure that the most accurate diagnosis, classification and timely repair services are provided to your customers at all times.

Businesses can get full visibility of their solution's effectiveness through our integrated system

All our service staff has access to the same information on our integrated system network and operational performance updates could be promptly provided to our customers as and when requested.

Able to guide diagnostic routine, basic troubleshooting and offer quality tips and advice

Our seasoned helpdesk service professionals are able to value add and offer your customers' advice beyond common repair enquiries based on best practices and experience.

Trusted to work with major brands and their extensive customer bases

Our wealth of experience and esteemed credentials has earned us the rights as the preferred service provider for After Market Services and Support.

Onsite service engineers with access to specialist support equipment

Greater convenience is achieved with our onsite repair services. Brand specific sanctioned support tools also help to expedite the repair process.

Customisable after market services offerings

We can tailor unique After Market services packages for our customers such as our 24 hours express repair service.

Benefits

Offer your customers more repair and support options

Our customizable After Market services offerings and onsite repair services offer your customers more support options to choose from. This is considered very unique in an industry that has been progressively moving towards service/repair centres based repairs.

Integrated tracking and information access reducing errors and mistakes

All our service staff, engineers have access to the same information so that they could provide the most accurate updates to your customers at any time.

Increased customer satisfaction

Our front--end solutions allow solving of a large portion of all interactions in the service centres or via our dedicated helpdesk allowing fast and smooth resolution of all repair and support related matters.

Build brand loyalty and enhance brand awareness

An all rounded service experience that will definitely increase foot traffic at our service centres, leading to brand awareness and possibility of high conversion rates.

Faster repair turnaround time

Having access to brand specific specialist equipment and tools allow majority of onsite service requests to be resolved within a single trip by our service engineers.