



Imbued your trust in our dedicated and experienced Team

icro 2000's After Sales Service Platform provides an end-to-end customer care solution that seeks to deliver from the moment your customer enters one of our service outlets till the device concerned is safely back in the owner's possession. The Team assigned to serve you and your customers at every stage of the process are professionally trained and allocated tasks where their abilities best fit. We are here to help ensure that your customers stay happy.

Quick Facts

- >> Stringent recruitment process help ensure the quality of our hires.
- >> A five-steps deployment system to ensure that the best person is assigned to a particular project task/job.
- >> Well equipped to tend to any ad-hoc and sudden surge event with our large talent pool.
- >> Scalable trainings are provided for our staff to improve on their on-the-job skillset.
- >> Many of our engineers are Apple certified, being trained in Apple-specific computer architectures, Mac troubleshooting to preventive maintenance.
- >> Our large pool of contracted customers provides our engineers with daily hands-on exposure on preventive maintenance and in troubleshooting of both hardware and software issues for both platforms (Windows and Mac).
- >> Our internal audit team will conscientiously monitor the time lapsed once the electronic devices have been handed over to our service representatives / engineers onsite and in instances where there is a breach of any KPIs as per each Service Level Agreement (SLA), see to the prompt resolution and rectification of the observed contravention.
- >> Offers the 2-tier check option whereby after the 1st diagnosis from engineer, a senior engineer will verify the diagnosis right after to ensure diagnosis accuracy. Help to reduce wrong diagnosis rate and improve on the First Time Fix (FTF) KPI. Adopting a 2-tier check approach however does necessitate a longer processing time.

Overview

Having a team of qualified staff who can provide valuable in-depth knowledge greatly smoothen the work processes of our clients' businesses. We focus on key performance indicators (KPIs) such as repair turnaround time (REPTAT), first time fix (FTF) and customer satisfaction (CSAT), to help boost our clients' quality assurance and to maintain high performance standards.

Our highly trained team also plays a pivotal role in identifying the complexity of issues faced, inputting skills and knowledge to maximise effectiveness and productivity.

Features

Adoption of best practices

Our years of experience in the After Market Services industry allow the assimilation of best practices in our integrated work processes.

Stringent recruitment process

A rigorous recruitment and job deployment process help ensure that the best candidate is selected for the assigned job and he/she will be better able to meet our customers' services needs and expectations.

Trainings for relevancy

Our staff's personal and career progression is of our utmost concern. Sending them for relevant training before their skillsets become obsolete help to assure customers of our service offerings quality.

Availability of talent pool

Over the years, through our talent retention policies, a large talent pool has been accumulated. This helps ensure that we will always be able to take on projects of any size and magnitude at any time and not compromise on service quality due to lack of manpower.

*Job Deployment Process

Our staff will be tested internally to ensure that he/she clearly understands his/her role and will be able to perform the assigned task effectively.

Real life enactments will clearly show whether the staff understands what has been taught and his/her response when facing customers. If there is anything wrong with the approach, he/she will be corrected on the spot.



Benefits

Enhanced cost and operational efficiency

Adoption of best practices allow the streamlining of operations and cutting of costs for our customers.

Best person for the job

Our selection process such as role-playing and allocation ensure that the best personnel with the necessary technical skill sets, expertise is assigned to the tasks on hand.

Enhanced customer experiences

We are focused on enhancing our customer experiences with our skilled and well-trained Team that allow us to provide the best advice to our customers at all times, leaving them feeling satisfied.

Ability to meet KPIs

Having a dedicated Internal Audit Team and our honed business processes being assimilated by our skilled workforce ensure that KPIs such as turnaround time could be complied with.

Our hires will have the following attributes:

- Ability to converse professionally
- Committed to the task at hand
- Responsible
- Honest
- Ability to finish assigned tasks by stipulated deadline

We conduct training to nurture the following aspects:

- Ways to approach customers
- Technical know how/ refresher courses
- Ethics and responsibilities
- Service with a "smile"

Different people have different strengths; we place them in areas of work that best reflects their abilities.