



Bringing New Life to Your Electronic Devices

Micro 2000 understands that a positive repair experience has a great impact on the appeal of your brand to your customers. Our repair process seeks to return your customers' routine-critical electronic devices to them as quickly as possible while not compromising on quality.

This is made possible by our high volume repair centres (manage more than thousands of repair incidents every year), housed with our experienced technicians and OEM certified engineers. The availability of OEMs sanctioned specialist equipment also aid in our service deliverance.

Quick Facts

- >> Detailed diagnostic tools process incoming electronic devices and conducts tests to effectively determine the conditions of these devices and the necessity of repairs.
- >> Has access to an ever-expanding knowledge base of detailed diagnostic and workflow solutions of the hardware/software ecosystem gleaned over the years.
- >> Quality control testing of repaired device is performed to ensure that your customers do not need to make repeated trips to our service centres for the same device issue.
- >> Efficient spare parts planning and inventory management system in place that can accurately forecast the material demand for customer care operations.
- >> Catering buffer stocks for repair prone models so that the required spare parts are always available as and when needed.
- >> Repairs are carried out using original spare parts shipped from our managing partners and accredited OEMs.
- >> By ensuring the responsible handling of materials on our leveraged repair platform, parts consumption is reduced, purchase of new parts is minimized and utilization of existing stocks is maximized, leading to large cost savings for your operations.
- >> Continue to learn from real-time queries and end-user usage data to improve on our work processes.
- >> Offer value added services such as customer device activation upon request and bundling of repair volumes across multiple clients to achieve lower warranty costs for all parties.

Overview

Identifying the complexity of the problem experienced can be time-consuming, especially when it involves multiple processes and interfaces. As we understand the need to enhance our clients' experience with minimal downtime, we remove the complications and implement strategies and phases pertinent in addressing the problems on hand to provide seamless integration.



Features

Enhanced solutions to common repair techniques

Our years of experience enable us to offer enhanced solutions to common repair techniques and processes.

Advanced diagnostic tools to improve repair avoidance

Our routine diagnostic procedures help ensure that devices are sent in for repair only when really necessary (e.g. hardware problem).

Increased forecasting accuracy and optimize inventory level

Our highly efficient material planning, forecasting, distribution processes and deployment tools bring about inventory optimization and increased forecasting accuracy.

Quality of repair

Vast experience in the field and large pool of certified and highly qualified technicians/engineers help assure that your customer has access to the most proficient service/support experience where device issues are promptly resolved.

Authentic replacement parts

All our parts are shipped directly from the manufacturers to preserve repair quality.

Benefits

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Access to real time tracking and analytics

Stay connected on the move and be well informed about the quality of your products (frequency of repairs for specific models).

Faster repair turnaround time and repair efficiency

Efficient spare parts and material forecasting and requisition and the availability of a skilled and experienced Team, help ensure faster repair turnaround time.

No post repair incidents as a result of using inferior parts

The use of original spare parts shipped from our managing partners and accredited OEMs will assure your customers that no post repair incidents will arise from the use of inferior parts.

Commercial viability through enhanced use of devices and responsible handling of materials

By ensuring the responsible handling of materials on our leveraged repair platform, parts consumption is reduced, purchase of new parts is minimized and utilization of existing stocks is maximized, leading to large cost savings for your operations.

Increased customer satisfaction

Our value added services offer end users with more service options. Our managing partners could also enjoy lower warranty costs through our bundle repair package.