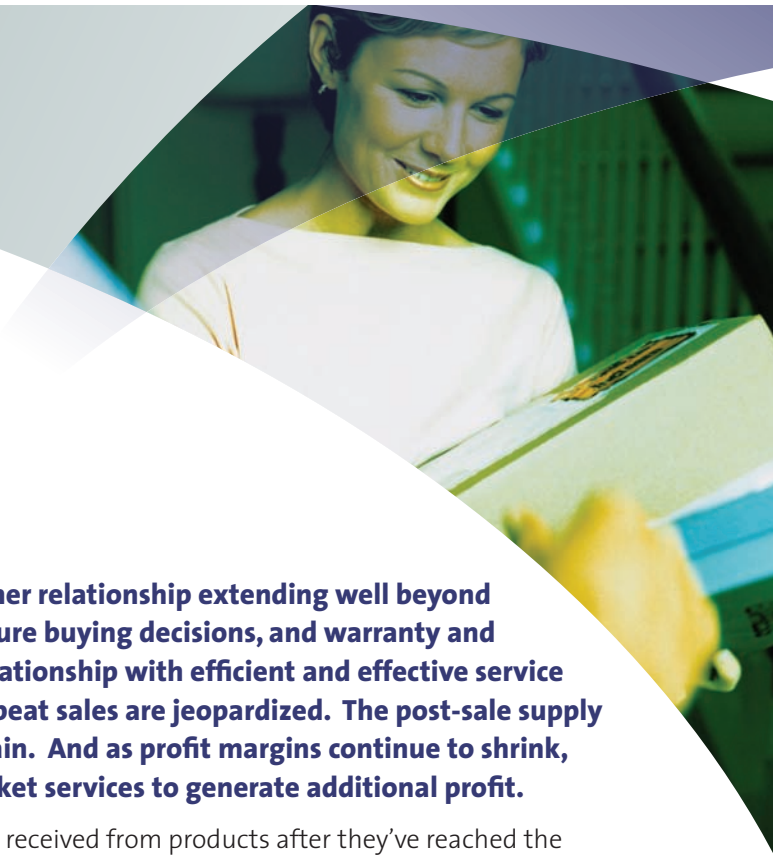
ModusLink
GLOBAL SOLUTIONS



# Managing the Post-Sale Supply Chain for Profit

**The initial sale is just the first introduction to a consumer relationship extending well beyond the purchase, through associated service revenues, future buying decisions, and warranty and returns activities. Manufacturers must nurture this relationship with efficient and effective service execution, or brand loyalty, customer retention and repeat sales are jeopardized. The post-sale supply chain requires as much focus as the forward supply chain. And as profit margins continue to shrink, industry leaders are finding ways to leverage aftermarket services to generate additional profit.**

ModusLink focuses on helping its clients maximize the value received from products after they've reached the consumer. Our Aftermarket Solutions manage the complete range of post-sales activity—from customer service, technical support and multichannel returns management, to testing, repair, and asset disposition—enabling clients to gain greater efficiency, cost reduction and asset value retention, while improving customer satisfaction.

***Our Solutions are Focused on Four Key Areas:***

**Returns Management**

**Repair and Remanufacture**

**Value Recovery**

**Service Parts Management**

## Returns Management

Our Returns Management Solution enables you to manage the end-to-end process, including gate keeping, receipt, processing and ultimate disposition of the returned product. Developing an efficient and integrated system eliminates costly handoffs and decreases the time required to process inventory, leading to an increase in value recovery. Most importantly, we help ensure your customers have a positive and easy to maneuver returns experience.

**With exceptional returns intelligence processes, we extend the value of reverse logistics activities by mining and analyzing critical data that can help manufacturers improve product development and returns management processes.**

***Post-Sales Support:***
Proactively address the reasons for a return, resolve customer dissatisfaction and manage the Returns Management Authorization (RMA) process with consumers and channel partners

***Reverse Logistics:***
Manage customer collections, swaps and advance replacements; facilitate returns receipt and reporting; manage returns exceptions; and link to financial transactions as required

***Triage Services:***
Rapidly determine the best method of disposition for returned products through a series of tests designed to maximize product value

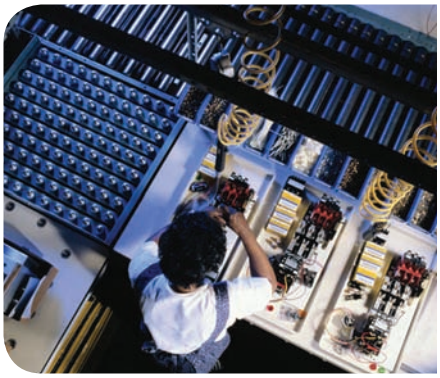
***ModusLink Returns:***
Scalable, web-based returns management, including self-service returns validation and authorization linked to reverse logistics carriers

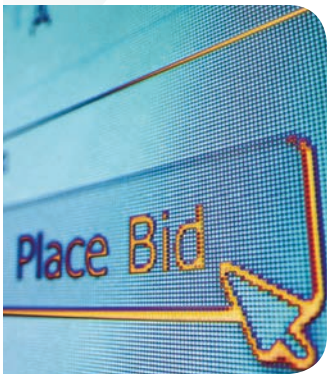
## Repair and Remanufacture

With more that 30 years of technical, electronics repair experience, ModusLink is one of the industry's leading providers of repair services for the technology sector. We have more than 400 repair technicians and use innovative training, technology and diagnostic tools to consistently deliver among the industry's highest repair yields for our clients, at a competitive cost.

***Our Repair Services include:***

- repair and return to client
- harvesting for parts
- refurbish and/or rebrand for resale in secondary markets
- detailed failure analysis information to prevent future returns






## Value Recovery

Billions of dollars of excess inventory is accumulated every year by technology companies. To minimize costs, traditional liquidation or landfill practices are being replaced by more lucrative alternatives. Our Value Recovery Solution provides clients with access to business-to-business and business-recovery channels while leveraging market intelligence to drive decisions on channel mix, repair actions, lot sizes and warranty policies to maximize profits. Our ModusLink Auctions platform combines a larger buyer pool and a competitive bid process to realize additional revenues from auction lots.

Our ability to integrate returns, repair and liquidation uniquely positions ModusLink to deliver an end-to-end Value Recovery Solution and advise on the trade-offs between additional value-add activities and the estimated return.

## Service Parts Management

ModusLink offers supply chain planning and execution, an extensive global sourcing and supply-base management network and global fulfillment capabilities to manage service parts for warranty repairs. We can optimize inventory levels and manage replenishment models in every location of operations. This enables us to meet service requirements and drive superior customer satisfaction, while reducing waste, excess and costs.

***Our Service Parts Management Solution includes:***

- parts supply and inventory optimization
- parts recovery and sourcing
- return and fulfillment

## Trust ModusLink to achieve your aftermarket and reverse logistics goals.

- **Thirty years of experience and a solid reputation for excellence**
- **Integrated, global network of solution centers, comprising the largest global footprint in the supply chain industry**
- **Differentiating expertise, including internally developed knowledge databases, repair processes and specialized tools**
- **A comprehensive Suite of Aftermarket Solutions for the end-to-end reverse supply chain**

# Contact us today to learn how we can help you.

**info@moduslink.com**

ModusLink
GLOBAL SOLUTIONS

www.moduslink.com

Australia • China • Czech Republic • France • Hungary • Ireland • Japan • Korea • Malaysia • Mexico • Netherlands • Singapore • Taiwan • United States

SS_AMS_R1-28-10