

# Product Services

*Keep Your Equipment Running Like New*



*From PCs, hard drives and mobile devices to pin pads, cash counters and POS terminals, Essential's robust product service capabilities reduce inventory and associated costs, and improve your uptime with dependable turnaround.*

## *Keep Your Equipment Running Like New*

Keeping you running at optimal capacity is our #1 goal, and exactly why we offer product services — your single source solution for depot repair, overhaul, and re-supply services.

Essential's depot is an integrated piece of our lifecycle management offering, providing seamless, tailored support to customers addressing individual requirements.

We work with customers to reduce inventories and associated costs,

eliminate compliance risks associated with used parts and improve uptime with fast and dependable turn around times — thanks in part to a strategic partnership with FedEx Logistics.

So, whether your parts strategy calls for large inventories, just-in-time repair, or advanced forward and reverse logistics, our 100,000 square foot facilities — paired with certified technicians working behind the scenes — make sure your business stays up and running.

## **Essential Benefits**

- » 24x7 controlled access allows for parts pickup anytime
- » Latest possible FedEx cutoff allows for latest shipping times possible
  - » Parts housed in Memphis facility deliver next day when ordered before 12:30am EST M-F, 11:00am Sunday for Monday delivery
- » 150+ forward stocking locations (FSL) through strategic FedEx alliance
- » Analysis of parts for failure risk and distribution of repair kits to FSLs in advance of need, increasing first-time fix rate and supporting critical systems
- » Serial number tracking with hand-held scanners for quality control, service and warranty management, and product recalls
- » HP Certified technicians

## **Services**

- » Configuration
- » Pre-deployment staging
- » Deployment
- » Depot repair
  - » BGA, SMT, JTAG, BDM & digital load testing
- » Forward & reverse logistics
  - » Advanced exchange
  - » Returns management
  - » Asset recovery
  - » Asset liquidation
  - » In- & out-of-warranty inventory management
- » Kitting of parts
- » Recycling with Certificate of Destruction

## **Depot Facts**

- » Two Pennsylvania-based locations
- » 100,000 ft<sup>2</sup> depot facility
- » PCI & RoHS compliant
- » IPC 610 certified 7711/7722 standards
- » "Green" certified by IGBC
- » Eptac certified
- » ESD controls in place within repair & depot