



RENOVA
TECHNOLOGY

Quality. Reliability. Service.

CASE STUDY SERIES: Commitment to Customer Service

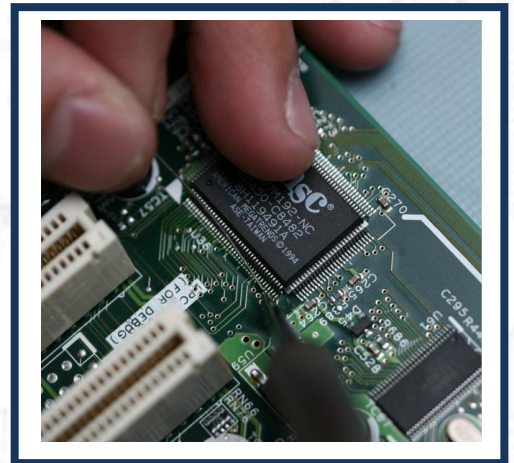
COST AVOIDANCE AND PROACTIVE SUPPORT

Fortune 500 POS & ATM Manufacturer Avoids Costly Future Returns

Challenge: The latest roll out of the client's best selling product was exhibiting failure of a certain expensive integrated circuit immediately upon installation.

Solution: Renova Technology executed a very precise yet cost effective rework to modify the existing BGA chip while the customer submitted a chip redesign to the integrated circuit manufacturer.

Result: The manufacturer saved costs on future returns, in addition to possible expedited service expenses, and kept its end users loyal to their brand.



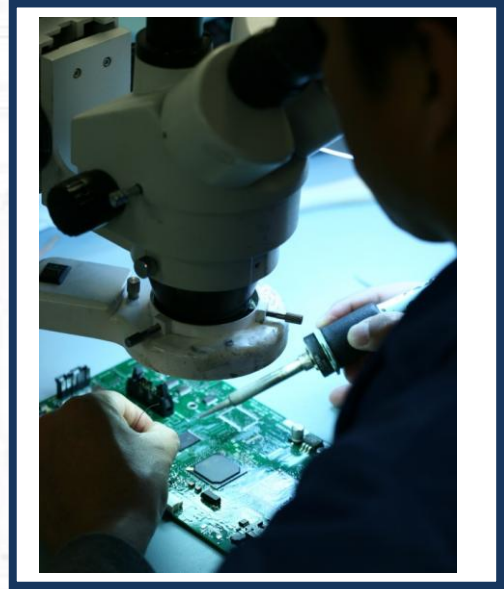
Early Field Failures Force Costly Re-design

Our client's best selling product was exhibiting failure immediately upon installation of its latest model. Renova identified the source of failure to an expensive, proprietary integrated circuit. The manufacturer had in inventory 20,000 completed units with this faulty chip. Customers were awaiting installation of this latest model, but a massive amount of returns would be inevitable without a preemptive solution. Even though the original equipment manufacturer submitted a redesigned chip to the integrated circuit manufacturer, the units on hand needed immediate attention. Decreased customer satisfaction and high service costs would have had a detrimental effect on the manufacturer's TCO had Renova Technology not implemented a cost effective solution.

Renova Technology Executes Precise, Cost Effective Rework

Renova Technology's highly skilled engineers executed a solution to correct the faulty integrated circuit. After placing an inexpensive resistor in a delicate location adjacent to the BGA chip the unit worked correctly. This type of rework required a level of precision that few repair depots have the ability to perform. Due to the skills of Renova Technology's technical staff, the manufacturer was able to develop a rework program with an immediately available inexpensive resistor and proactively service a majority of the units quickly, without having to wait for the redesigned chip.

A Field Retrofit Order was implemented and Renova Technology created a seed stock of re-worked boards to swap into returning units. Ultimately, Renova performed re-work on all 20,000 units.



"Renova has a strong work ethic, from the CEO to the hands on technicians. They always try to exceed my expectations, and usually do." - Commodity & Line Quality Manager of major POS manufacturer

Manufacturer Saves on Costs and Secures Customer Brand Loyalty

As a result of Renova Technology's commitment to keeping their customer's profitable and ensuring the brand loyalty of their end users, the manufacturer was able to avoid costly service fees and a dip in customer satisfaction.

Want to know more?

Ask for other Case Studies in our
Commitment to Customer Service Series:

**Precise Tracking of Warranty Claims Among a Gamut
of Failures**

**Flexibility and Adaptability Help Keep Client's
Customer Satisfaction High**

**Critical Insight Saves Client's Relationship with
End-User**

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For More Information:

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