



## CASE STUDY SERIES: Commitment to Customer Service

## Flexibility Keeps Client's Customer Satisfaction High

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### Adaptable Service Program Solves Manufacturer's Customer Issue

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**Challenge:** A particular model of LCD monitors sold to a self-maintainer exhibited multiple permutations of three different design failures. Though the manufacturer's customer normally repaired their own equipment, they required the manufacturer to repair this model.

**Solution:** Renova Technology developed a complex matrix of repair activities per serial number for 8,000 units that included proactive repair and a billing system that charged different OEM divisions.

**Results:** Due to Renova's flexibility, adaptability and innovation, the manufacturer was able to maintain customer satisfaction and appropriately assign internal costs.



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### Manufacturer Requires Customized Billing for One End-User

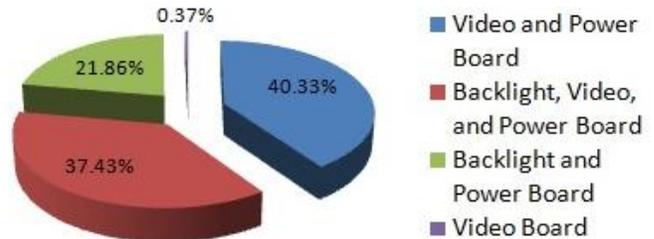
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A specific model of LCDs sold to the manufacturer's customer exhibited four different permutations of three different design failures emanating from three different areas of the unit. More than 8,000 units in the field needed to be addressed. Though the end user normally repaired their own equipment, they required the manufacturer to perform repair on this particular model. The failures occurred in three different sections - backlights, power boards, and video boards - requiring Renova to develop a billing system capable allocating repair costs to three different OEM divisions.

## Renova Develops Custom Billing Solution and Hybrid Repair Process

Renova Technology developed a complex matrix of repair activities per serial number by customizing their information systems. Renova also implemented a hybrid repair process by performing proactive repair on units with an increased risk for failure. These units were identified by serial number and immediately recognized by technicians due to Renova's internal repair profile alert. Once the units were repaired, each activity was appropriately billed to the various OEM divisions.

### Repair Permutations by % Realized



*"We have very stringent reporting requirements, but Renova consistently delivers exactly what we need," - Director of Repair Services, major OEM*

## Manufacturer Maintains Customer Satisfaction and Accurately Allocates Internal Repair Billing

Due to Renova's flexibility, adaptability, and innovation, the manufacturer maintained their customer's satisfaction, received a detailed account of repair activities, and appropriately assigned costs to a variety of departments and their suppliers.

### Want to know more?

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

**Precise Tracking of Warranty Claims Among a Broad Array of Failures**

**Cost Avoidance and Proactive Support**

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

**RENOVA**  
TECHNOLOGY

*Quality. Reliability. Service.*

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