



BEST-IN-CLASS SERVICE

Top Values of a Well Run Service Organization:

- ◆ Improve Customer Satisfaction
- ◆ Improve Service Profitability
- ◆ Decrease Inventory Costs
- ◆ Decrease Distribution Costs
- ◆ Decrease Service Operations Costs

“I have been working with Renova for a number of years on projects related to reworking PCBAs. The projects they have done for me have involved a large number of units for rework. Renova effectively managed inventory coming in, quick turn-around of the rework, then return of the units back to our warehouse. The repair was at the PCBA level, but Renova unpacked the units, tore them down to the PCBA, performed the rework, rebuilt the units, and performed functional tests. Great work!”

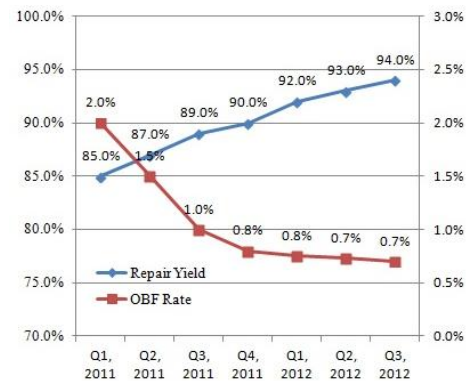
Operations Manager, NCR

Renova employs best practices developed over 17 years of experience in performing board level repairs of complex electronics coupled with customized data collection and analytics. According to the Aberdeen study, [Optimizing the Service Supply Chain](#), 144 major US OEMs reported that the top values of a well run service operation are:

Improve Customer Satisfaction:

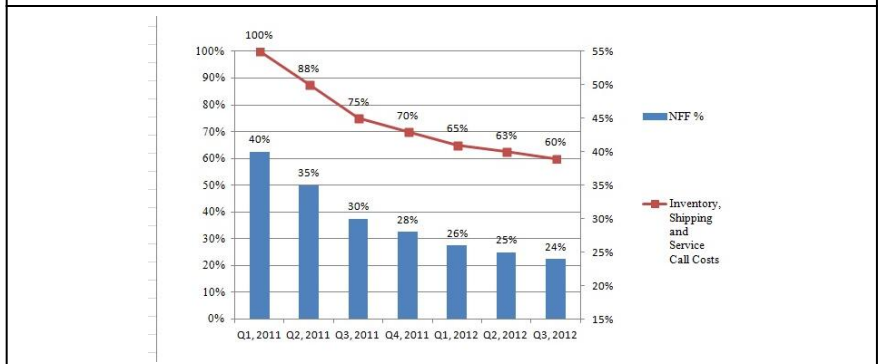
Renova has improved quality of repair, reduced Out-of-Box failures (OBF), and increased velocity of returns to our customers’ clients - all while remaining invisible to the end user. We protect brand loyalty. Our Out-of-Box failure (OBF) rate is less than one percent.

Repair Yields Improve over Time as Out of Box Failure Rates Fall

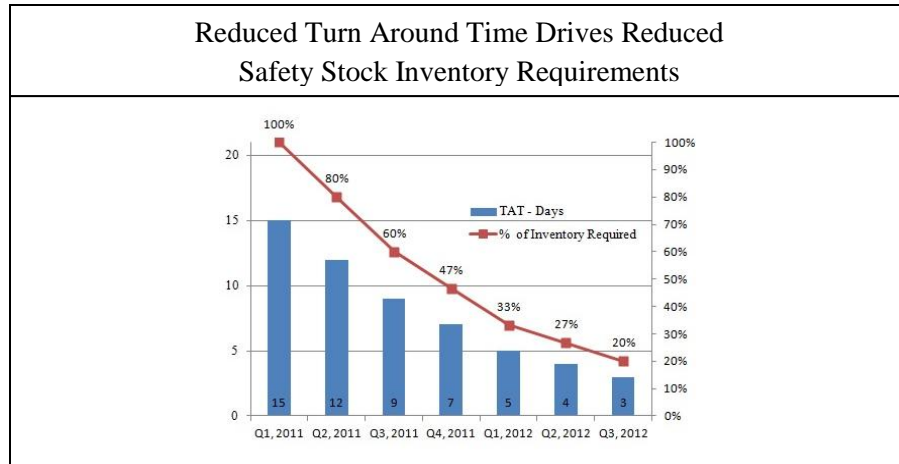


Improve Service Profitability: Renova can reduce No-Fault-Founds (NFF) by working with your field service and engineering departments. Our proactive repair programs have prolonged the life of our customers’ products. In one customer’s case, we were able to reduce the NFF rate from 40% to 24%. Renova obtains higher yields on repairs because we give each repair more time and we utilize data analytics on every detail in the process to drive efficiencies.

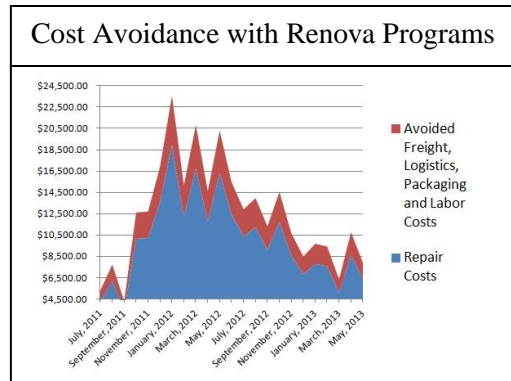
Reducing No Fault Found Returns Drastically Reduces Inventory, Shipping, and Service Call Costs



Decrease Inventory Costs: We have saved our customers millions of dollars with our customized Repair and Return, Advanced Exchange, Direct Return Vendor, and other reverse logistics programs which reduce required safety stock levels.



Decrease Distribution Costs: We have been able to eliminate transportation legs resulting in millions of dollars in savings by collaborating with our customers' overseas Contract Manufacturers in order to provide repairs domestically and by working with a 3PL to perform repair inside a reverse logistics facility.



Decrease Service Operations Costs: We also provide warranty entitlement services with multi-supplier billing services. Our interdivisional team building approach, along with our economical pricing, helps drive down costs.

