



Supply Chain Services Warranty Support

DEX offers a unique fixed, per unit point-of-sale pricing program that provides post-manufacturing service support through efficient returns management, rapid repair services, simplified logistic solutions, and same-day service fulfillment. In today's retail marketplace, products may have multiple components with separate warranties. DEX's tested processes validate and track warranty returns, allowing clients to minimize claims processing time and improve cost management.

Here's what sets DEX apart from the competition:

- Improved warranty chain visibility that provides clients with instant access to the status of their warranties
- Warranty support for an array of technologies in all industries, from consumer electronics and computer to medical and telecommunications
- Leading warranty management systems and processes

End-to-End Warranty Management Processes

As a leader in the supply chain industry with almost three decades of expertise, DEX integrates customer operations, claims processing, financial management, and quality into a cohesive business base. An effective warranty management program includes the integration of customer operations, claims processing, financial management and quality. DEX understands the importance of quality processes and provides superior solutions to small and large businesses across the globe.

Warranty Validation

DEX's expert processes eliminate the headache of warranty management. Designed to document and validate warranty claims, receive credit or replacement product from the OEM, move the returned product back into inventory, and/or send products back

to the OEM, DEX's warranty validation process includes warranty entitlement and testing prior to the return of product to the OEM to eliminate any false warranty claims.

DEX's consolidated depot warranty repair operations also perform out-of-warranty product repairs, maximizing the usage of parts, labor, warehouse, and materials, resulting in cost savings for clients.

Data Integration and Management

OrderVision®, DEX's 24/7 web-enabled tracking and order entry system, provides clients with complete visibility of their products, allowing them to make business decisions based on real-time information. They can also enter, track, update their orders or ascertain product and program status from any location worldwide simply by logging into the system.

DEX Systems provides a scaleable portfolio of industry-leading supply chain solutions that help clients achieve superior business results, including the DEX Supplier and DEX Recertification applications. These applications automate and optimize inventory management operations for faster transaction processing, increased order accuracy, and superior inventory control. All software applications include deployment, maintenance, and support as one integrated package. DEX Systems' solutions are interactive front-end extensions

to the Oracle e-Business suite with seamless integration—providing cost efficient solutions for all business needs.

Client-Focused Solutions

DEX's warranty support program allows clients to transfer their warranty liability and lock in profits—gaining better visibility into their supply chain.

DEX's supported technologies:

- Monitors, LCD/Plasma TV
- Desktops and laptops
- Kiosks and point-of-sale equipment
- Personal Digital Assistants (PDAs) and wireless devices
- Servers and networks
- Consumer electronics
- Medical equipment

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