

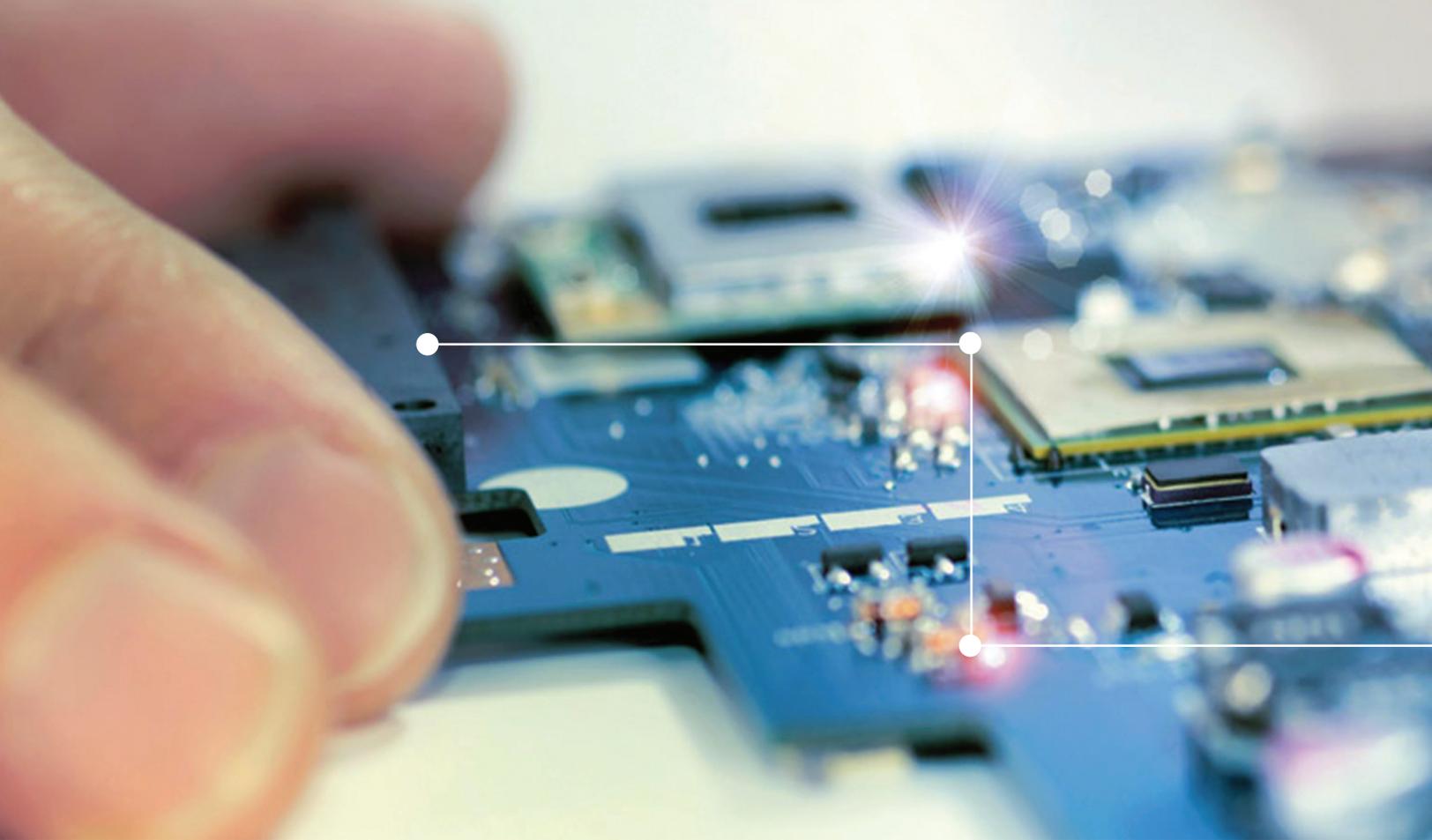


Service Lifecycle Solutions
for Complex Technologies

ENGINEERING.
MANUFACTURING.
REPAIR.

PRODUCTS SERVICED

- Boards*
- Components*
- Displays*
- Drives*
- Peripherals*
- Whole Units*



DEX's best-in-class Parts, Repair and Manufacturing Solutions are not only designed to improve the performance of your high tech products – they are optimized to extend the life and reliability of the components while reducing overall costs.

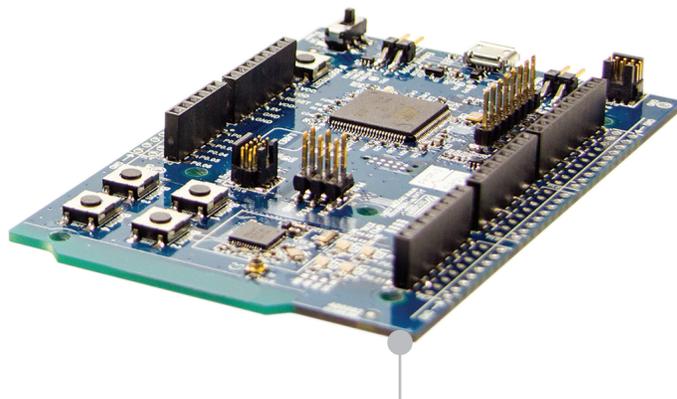
STRATEGIES

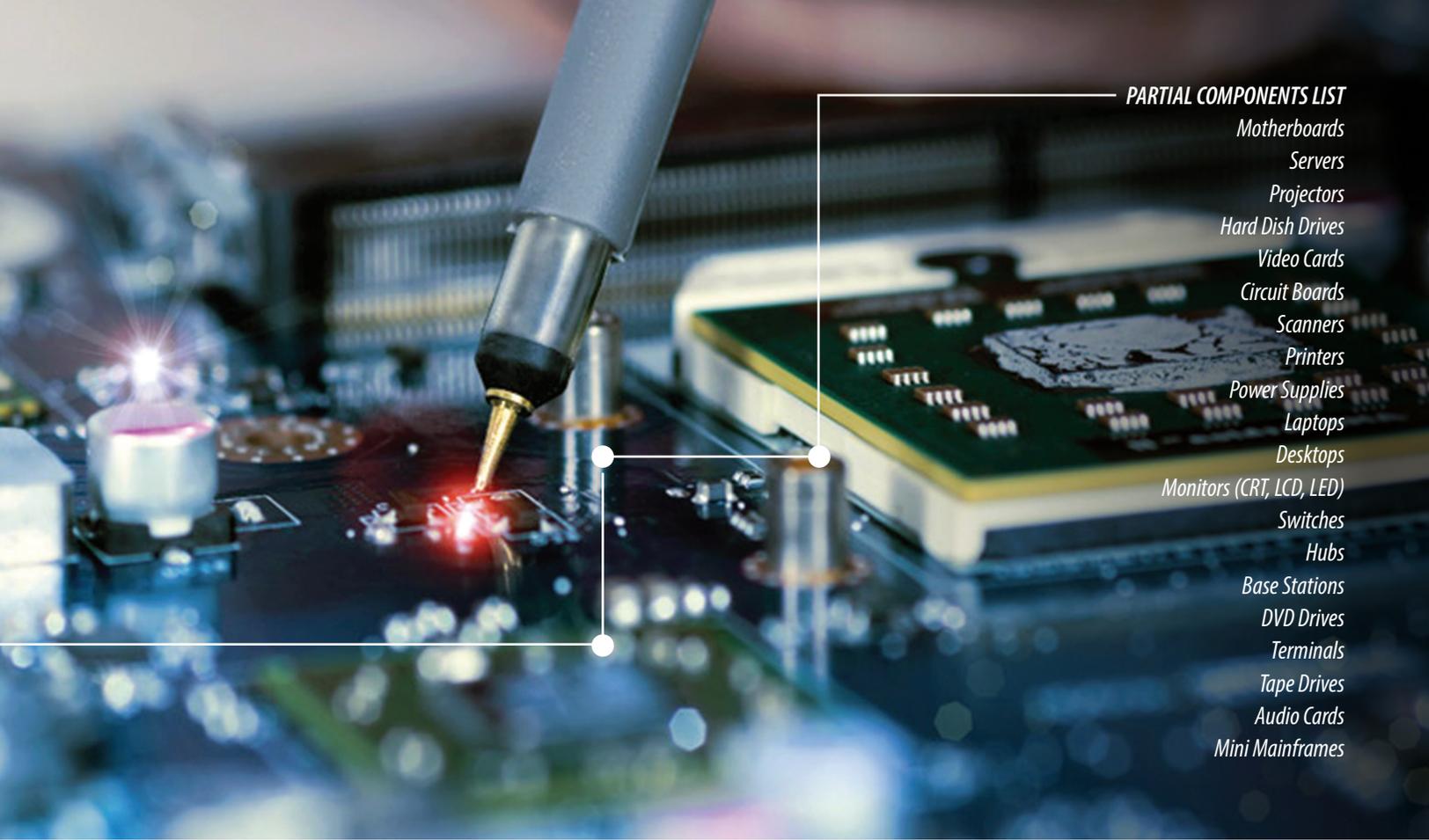
For years, forward-thinking technology companies have been evaluating aftermarket issues including the services and parts required to maintain a product after sale. Though the aftermarket had long been an afterthought for most sales and marketing processes, DEX understood the importance of a strategic, pioneering approach that would give our clients a competitive advantage. DEX developed end-to-end, best-in-class solutions to support each client's aftermarket needs by focusing not only on cost savings, but on improving agility and product reliability to meet customer satisfaction objectives.

PARTS

Considering the unavoidable decline in product prices, DEX has developed a robust Parts Replacement solution as an option when repair might be too costly. The DEX Parts solution provides access to a worldwide sourcing network and rapid fulfillment of screened, tested, certified and warrantied replacement parts. DEX is a trusted, open-market supplier who can improve lead times and agility by leveraging 35+ years of experience in sourcing quality hard-to-find or out-of-production parts.

As additional feature of our Parts Sourcing Solution, we offer a flexible Core Returns Program, which helps our clients realize an additional cost savings.





PARTIAL COMPONENTS LIST

- Motherboards
- Servers
- Projectors
- Hard Dish Drives
- Video Cards
- Circuit Boards
- Scanners
- Printers
- Power Supplies
- Laptops
- Desktops
- Monitors (CRT, LCD, LED)
- Switches
- Hubs
- Base Stations
- DVD Drives
- Terminals
- Tape Drives
- Audio Cards
- Mini Mainframes

ENGINEERING CORE COMPETENCY

- Highly trained Electrical, Electronic, Mechanical, Computer, Quality and Process engineers
- Reverse engineering capabilities when schematics, test beds or test procedures unavailable
- Root cause analysis and defect management
- Test equipment, schematics and automated in-process inspection systems design

REPAIR

The DEX Repair solution significantly reduces replacement costs by as much as 70% through repairing defective high tech electronic and electromechanical components versus purchasing new. Our streamlined repair process ensures quick turnaround 5 day times with typical repair cycles.

Additionally, minimize lost revenue through the DEX Advanced Exchange program designed to ensure replacement parts are shipped directly to you, as needed. Reuse the packaging to return non-working components for repair which are then returned to finished goods inventory for future use.

MANUFACTURING

DEX's uniquely structured manufacturing solutions are designed to increase a product's time-to-market, improve product features and achieve each client's cost objectives. DEX engineers continually explore the latest technologies and design techniques, while sharing best practices across each functional area of our global organization.

- **Reverse Engineering & Manufacturing** – Design upgrades and innovative, manufactured alternatives for irreparable components
- **Remanufacturing & Rebuild** – Product refurbishment, to like-new condition, employing cost effective repair or replacement of parts and components, to maximize product life expectancy and eliminate waste resulting from obsolete or unusable parts





Improve equipment performance. Extend the life of components. Reduce overall costs. Support customer needs. Partner with a industry-leading, trusted IT and Consumer Electronics Parts, Repair, and Manufacturing provider to improve your agility and profitability while meeting customer satisfaction objectives. DEX provides options to keep your equipment up and running.

- 35+ years of experience in providing outsourced solutions for hi-tech electronics and complex technologies across numerous sectors
- Electrical, electromechanical and technological manufacturing and engineering core competencies
- Service solutions designed and executed with foundations of engineering, systems and process infrastructures
- State-of-the-art design techniques, standards-based processes, and extensive analysis tools
- Strict certifications and compliances to ensure quality, safety and efficiency of products, services and systems

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