

New Pan-European RMA service from Comtek cuts costs for overseas manufacturers

Outsourced Repairs and RMA service offers environmentally friendly service to hardware vendors

Deeside, Wales, 24 February, 2009 - Comtek Network Systems is announcing the global rollout of its Returns Material Authorisation (RMA) service to offer hardware vendors a complete range of administrative, logistical and technical services to manage the process of replacing in and out of warranty hardware products across Europe. Comtek has established three European RMA and repair facilities to offer overseas-based vendors a service which reduces shipping and logistical costs and improves the speed and efficiency of replacing hardware products.

Comtek offers a Pan-European service out of its four facilities located in: Deeside, Reading, Amsterdam and Frankfurt. The centres are operated by 90 staff including 40 engineers with particular expertise in network and communications hardware, backed up by multilingual skills in 22 languages. Services offered to vendors include product customisation to ensure conformity with local European legislation, online product tracking systems as well as warehousing of spare parts, product diagnostics, testing and repairs, warranty handling systems as well as the environmentally friendly disposal of end of life products.

Jim Blastos, VP Operation of Vocera Communications, Inc., a customer of Comtek comments: "We initially contracted with Comtek to help us comply with European legislations for our wireless communication products. They created an online tracking system to verify warranties and register and track products in the RMA process and act as the intermediary between our US offices and European distributors and customers. We are extremely satisfied with the system which has had a dramatic impact on turn around times for RMA claims, reducing the cycle from 7-10 days down to 2-3 days."

According to Askar Sheibani, CEO of Comtek, “We are seeing increased interest from hardware vendors in outsourcing the RMA and repairs process particularly in the current economic climate. Many vendors are looking for ways to enhance customer service and minimise costs. Our service offers a swift, efficient means of dealing with faulty products to minimise the burden on the channel and offer a speedy and efficient resolution for end users. Our service draws heavily on Comtek’s twenty year track history of technical repair excellence in the networking and communications market.”

About Comtek:

Comtek is a Pan-European provider of services and products to the network, datacomms, and telecommunications service industry. It operates Europe’s largest multi-vendor IT hardware repair centres offering RMA, repair and warranty management services for major IT equipment vendors. Its world-class engineering facilities repair hardware from manufacturers, including Cisco, Extreme Networks, Juniper, 3Com, Nortel, Foundry and its extensive technical proficiency enables it to repair and support both current and legacy hardware. Comtek sells and rents re-certified network hardware at very affordable prices and its customers include system integrators, maintenance and support providers, distributors, end-users, government departments, resellers, and manufacturers. Comtek has service centres located in England, Wales, Germany and Holland.

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