

# Repair Management

Efficient repair management protects resources and saves costs





OUR REPAIR MANAGEMENT SERVICE IS AVAILABLE WORLDWIDE –  
WITHIN 24 HOURS DEPENDING ON YOUR NEEDS

Wincor Nixdorf is your powerful and reliable partner for all aspects of repair management – for hardware from Wincor Nixdorf as well as for multivendor products.

We offer one-stop service with repairs that are "equal-to-new".

#### **Repair management made to measure**

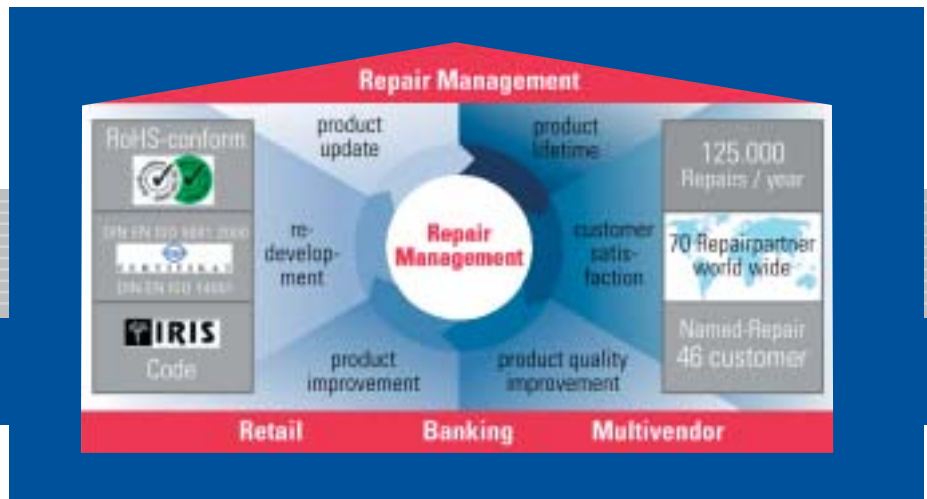
Although every manufacturer strives to prevent downtimes using mechanisms such as appropriate quality management, audits or certifications, defects during the lifecycle of a product cannot be ruled out entirely.

Complex and varied, challenging and exciting – all this can be your experience with service provision if your company, like most businesses, has systems from different manufacturers working in tandem. And it's sometimes frustrating, too, if you have to involve multiple partners for repair services.

Added to this is the ever increasing administrative overhead required for commissioning repairs from numerous partners: for HR accounting, bookkeeping and documentation logistics. And operative services are by no means the only obstacle preventing you from concentrating on your core competencies these days. What you need is an efficient and reliable partner who can offer a full service that covers all aspects of repair management from one source.

Regardless of whether you're using hardware from Wincor Nixdorf exclusively or also multivendor products, we can offer you a convincing service for handling your repairs.

**EVERYTHING FROM ONE SOURCE:  
REPAIR MANAGEMENT**



**Repair services with manufacturer quality**

Wincor Nixdorf is on hand to assist you thanks to its many years of proven experience in repair management. Our qualified technicians understand the requirements of your business, including numerous applications, product checking and testing, repairs to modules and components, and conditioning and replacement. We coordinate the entire process as a matter of course – from transport to order tracking to completion of the repair order. And we also take care of the disposal and recycling of defective parts.

Customer benefit: You get the finest in as-new quality goods from Wincor Nixdorf, including reliability in the area of repair management. The result is a measurable reduction in resources needed and savings in time and money.

**What we can do in detail**

With our Repair Management service, we offer repair services for our authorized service partners for Wincor Nixdorf retail and banking systems as well as for multi-vendor products.

Wincor Nixdorf turnkey components are processed in our own repair center. We repair the following modules from the latest system model ranges:

- CRS and CCDM components
- encash module AZM-NG, CMD-V4
- WN receipt/journal printer
- ReVendo components
- Beetle PC/mainboard
- Retail printers

In addition, Wincor Nixdorf is certified as a repair partner by the following OEMs:

- Fujitsu Siemens Computers
- Hewlett Packard Invent
- Kyocera
- Omron
- TPG

**Around the world, around the corner**

Wincor Nixdorf offers a worldwide presence in repair management together with its partners owing to its comprehensive branch and support network; over 70 specialists are on hand to provide the demanding services our customers need.

Our partners perform some 125,000 repairs for Wincor Nixdorf every year. With global repair partners, we can offer a 24-hour repair service on request. Our service offering also includes warranty handling of third-party hardware, pick-up of your repairs on site as well as customizing. This allows us to offer more than just one standard functional repair. Our repairs have

results that can be described as being as good as new. Our 46 named repair customers also profit from these repair services.

We offer cost estimates for insurance and, where appropriate, corrective maintenance in cases of transport, breakage or vandalism damage to complete systems. If the configuration of the hardware you are using no longer meets your requirements, all technical changes can be performed in our repair center.

**Your advantages at a glance**

Our customers profit from the following services:

- Lifespan at the level of new systems thanks to original spare parts
- Upgrading of modules and products to the latest production status
- Preventive exchange of consumables
- Diagnostic tests as for production of new parts
- Evaluation of repair results for optimized product development
- Consideration of all appropriate standards and laws, such as RoHS



# »Repair Management« as part of the eServices Platform

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## **The eServices Platform means a powerful electronic co-working arrangement**

Tomorrow's service management needs to be fast, reliable and incredibly efficient. Wincor Nixdorf is helping achieve this visionary, ambitious approach to quality with a leading-edge electronic infrastructure which manages and monitors service processes in a uniform way across the world: the Wincor Nixdorf eServices Platform®.

## **Making automated processes usable across the world**

The innovative eServices Platform unites people, processes and systems in a powerful symbiosis. Every call and every event is steered methodically, without delay, along pre-arranged service processes, and the platform automatically brings support units such as field technicians and logistics into play as required, activating the required services and activities and managing communications between service units, customers and partners. Data reported back from completed service processes flows through to the accounting and business intelligence systems whose billing and reporting functions make up the last part of the digital cycle for Wincor Nixdorf services.

## **Fast track to the future**

Modern portal technologies provide simple access to the eServices Platform, allowing customers to view performance and availability figures in an up-to-the-minute manner and, where necessary, initiate current service requirements there and then.

With this high performance in terms of technology and methods, the eServices Platform demonstrates that it supports traditional basic services just as effectively as sophisticated new global managed services and outsourcing processes.

## **The eServices Platform at a glance:**

- Reliable, flexible, economical service processes on an internationally uniform platform
- Seamless electronic management and control of all services
- Effective platform for managed services and outsourcing
- Simple access via up-to-the-minute portal technology
- Available for use in nearly all Wincor Nixdorf country businesses