

# Reduce downtime and Streamline End-to-End Repair



Syncron Depot Repair helps businesses scale repair services to keep up with the pace of business growth without sacrificing service quality or features. By streamlining and automating the end-to-end repair process, from the initiation of the customer service request to delivery of the repaired product back to the customer, Syncron Depot Repair users can improve customer satisfaction while controlling costs and improving profit margins.



**Leading Service Lifecycle Management Solution**



Syncron named a Major Player in Field Service Applications.



**Increase productivity and customer lifetime value**

**40%+**  
reduction in failure or fix detection-to-correction cycle times

## Optimize Depot Repair Management

Digitize your centralized repair depots to orchestrate all of your service processes and improve customer satisfaction while generating higher profit margins. Syncron Depot Repair breaks down silos between products, parts, and communication to allow information to flow freely between the customer, depot manager, repair technician, and inventory manager. With out-of-the-box integration with CRM and ERP systems as well as embedded business intelligence, Syncron Depot Repair makes repairs faster and easier with complete visibility into every step of the process.

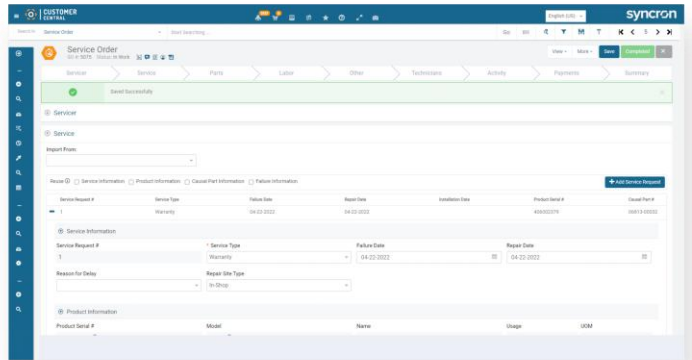


We chose Syncron because we needed a solution that worked within our global market and that could support us through future initiatives based on regional requirements. Syncron lets us use standard APIs to connect back-end business systems and handle multiple workbench repair steps. The unique pricing options let us pay for what we needed without wasting money on the things we didn't."

**- Global Consumer Durable Goods Manufacturer**

# Syncron Depot Repair Capabilities

- ✓ Allow customers to initiate a self-service request on multiple channels, including an online portal, email, or mobile
- ✓ Automatically create a return materials authorization (RMA) and shipping label for easy returns
- ✓ Generate product or parts orders to ship loaner products or exchange defective parts
- ✓ Integrate with major shipping carriers like UPS and FedEx to quickly generate return shipping labels
- ✓ Create product inspection orders and check the product against entitlements from standard warranty or service contracts
- ✓ Provide technicians with access to knowledge to increase productivity and complete repairs faster
- ✓ Create and manage repair orders to track parts, labor, and other changes
- ✓ Track service parts inventory, product shipment, billing, and payment for the repair order from the customer and generate warranty claims
- ✓ Use service insights to identify actionable improvements to drive profitability and enhance the customer experience



## Key benefits at a glance



### Streamline repair processes

Improve the efficiency of all repair processes by simplifying and automating returns, inspections, repairs, orders, inventory tracking, and shipping.



### Reduce repair costs

Reduce repair costs by improving technician productivity, optimizing parts inventory, and lowering shipping costs.



### Enhance the customer experience

Enable self-service through the web or mobile, and have a working product back to the customer sooner.

## Explore Service Lifecycle Management with Syncron



Syncron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Syncron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, equipment uptime, warranty, and field service management. Delivered on the Syncron Connected Service Experience (CSX) Cloud, our solutions offer competitive differentiation through exceptional aftermarket service experiences, while simultaneously improving aftermarket business profitability. For more information, visit [syncron.com](https://syncron.com).