

syncron Depot Repair

Repair & reduce waste

Optimize Reverse Logistics

Syncron Depot Repair streamlines the returns and repair process for organizations, transforming potentially negative experiences into opportunities for building customer loyalty. Our solution manages reverse logistics and depot operations, leading to waste reduction, cost control, and enhanced customer satisfaction. **This drives a profitable business model, aligned with the principles of a circular economy.**



Leading Service Lifecycle Management Solution



Syncron named a Major Player in Field Service Applications



Reduce costs and improve brand loyalty

Increase recovery rates and reduce spend on new part purchases

Depot Repair Management Simplified

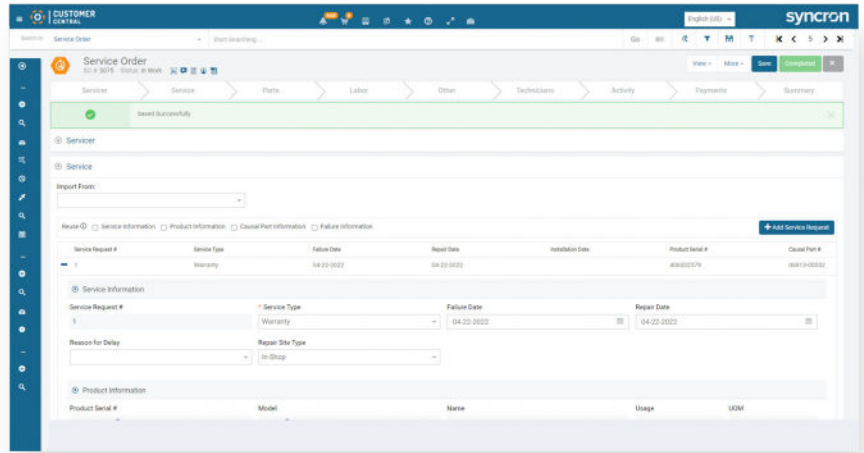
Streamline your workflow and gain comprehensive visibility across your reverse logistics and depot network, eliminating silos and enabling intelligent workload management on a unified platform. With Syncron, you can significantly improve recovery rates, expedite return processes, and reduce operational expenditure on new part purchases. By transforming the complexities of returns and repairs into competitive differentiators, Syncron empowers your business to excel in the market.



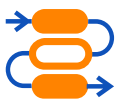
We chose Syncron because we needed a solution that worked within our global market and that could support us through future initiatives based on regional requirements. Syncron lets us use standard APIs to connect back-end business systems and handle multiple workbench repair steps. The unique pricing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

- Global Consumer Durable Goods Manufacturer

- ✓ Leverage recovery rates and velocity of returns analytics as an input to inventory planning
- ✓ Dynamically route returns based on current capacity and demand
- ✓ Manage depot WIP FIFO and LIFO policies (need to confirm this is real with MJ)
- ✓ Enable customers to initiate self-service requests across various channels, such as online portals, email, or mobile platforms
- ✓ Streamline returns by automatically generating return materials authorizations (RMA) and shipping labels, simplifying the return process for customers
- ✓ Facilitate the handling of loaner products or defective parts by generating product or parts orders for shipment and exchange purposes
- ✓ Seamlessly integrate with major shipping carriers like UPS and FedEx, enabling the quick generation of return shipping labels
- ✓ Improve efficiency and accuracy by creating product inspection orders and cross-referencing them with entitlements from standard warranties or service contracts
- ✓ Empower technicians with easy access to knowledge resources, enhancing their productivity and enabling faster repairs
- ✓ Efficiently create and manage repair orders to track various aspects such as parts, labor, and other charges
- ✓ Accurately track service parts inventory, product shipments, billing, and payment for repair orders, while also generating warranty claims for customers
- ✓ Utilize service insights to identify actionable improvements, driving profitability and enhancing the overall 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 Synchron

About Synchron

Synchron helps manufacturers and distributors capitalize on the new service economy by optimizing aftermarket profitability and enabling the transition to servitization. Synchron aligns all aftermarket services with its Connected Service Experience (CSX) platform for exceptional aftermarket experiences that drive significant revenue growth. The world's top brands trust Synchron, the largest privately-owned leader in service lifecycle SaaS solutions. For more, visit synchron.com.