

Repair Services

Is your hi-end defective inventory a liability?

At Acal we know how difficult it can be to find a reliable source for hi-end depot repair services.

We can help breathe new life into this inventory.

As an established player in the service parts and solutions arena we are leveraging our computer room and engineering facilities to provide a hi-end repair service for our valued clients.

'Offering a cost effective alternative to asset disposal and replacement'

Our experienced and qualified engineering team use a **full suite of midrange and mainframe test rig equipment and ball grid array technology** to diagnose and repair defective products.

In fact they are unique for the range and depth of equipment installed, with almost 100 servers and mainframe systems, plus the associated expansion units and tape libraries.

Over 7,000 square feet is dedicated to our Engineering department and of this almost half is utilised by our **under floor air conditioned computer room** (as pictured below). The computer room is a fully functioning environment that holds our test rigs, and is where our engineers can accurately test the completed repairs.

'Extend the life of your inventory and make it work harder for you'

We make a serious commitment to quality within our processes, and therefore produce work flow and operational systems that directly interface with our customers and adhere to our **accreditation to ISO9001:2008**.



Product familiarity is our strength. The engineering team at Acal CPI have been working on multi-vendor midrange and mainframe equipment for over 20 years.

Although primarily specialising in **IBM's X-series (Netfinity), P-Series (RS6000) and I-series (AS400)**, we also have experience with **HP Server products from Proliant to Superdome**, and hold the necessary test rig equipment.

As part of our commitment to an ongoing investment programme the Nottingham based computer room and workshop facilities are fully equipped with current and legacy products.

In addition the service is supported with extensive reporting options providing invaluable status and analysis data.

Reports available include:

- **Fault diagnostics**
- **No fault founds**
- **Repair status**
- **Repair yields**
- **Fault trend analysis**
- **Spend/cost analysis**

‘Does the processing of defective stock place a strain on resources’

All of our repairs are performed at under the market replacement cost for products.

Service elements:

- **Fault screening**
- **Fault diagnosis**
- **Board level repair**
- **Peripheral repair**
- **Staging & testing**
- **Customer defined turnaround times**
- **Repair loop processes**
- **Generous warranty period**
- **Accredited to ISO9001:2008**

In cases where products require significant component investment and/or intensive labour we will assess the cost effectiveness against market pricing.

Cost benefits:

- **Fixed price repair cost on selected products**
- **Quotation before repair**
- **No fix – no fee**
- **Fault screening**

We aim to provide our customers with all of the information required to make an informed decision on any repair. This may range from exchanging units to write off decisions.

‘Realise the residual value from your defective stock’

Some of your defective inventory may have reached the end of its service or product life cycle, and therefore employing a repair service is in some cases an irrelevant proposition.

Although this inventory has reached its end of life it still may hold some residual value.

We can assess any inventory in these situations and provide our customers with a valuation to take ownership of this inventory.

This is an alternative method used by Acal CPI to source service parts for our installed base that subsequently **generates a financial return for our customers.**

With the increase in environmental concerns and the introduction of European legislation our depot repair services offer a **sustainable alternative to asset disposal.**

Any products deemed beyond economical repair are recycled, disposed of, or destroyed in compliance with European standards.

If you require any further information on the range of services available please do not hesitate to contact us.

repairs@acalsupplychain.com

Acal Supply Chain Holdings Limited is the leading independent provider of service parts supply-chain solutions in Europe. Within the group leading brands Acal Supply Chain Limited (formerly EAF Ltd, ServiceSource Ltd and CPI Ltd), and EAF GmbH implement service parts supply-chains for some of the leading technology OEM's and service providers.