

Future-Proof Your Repair Services With a Proven Partner

A Rapidly Changing Industry Presents an Opportunity for Technology OEMs

Key Trends Driving a Rapidly Changing Industry

CUSTOMER EXPECTATIONS



of Americans would leave a brand they love after one bad experience ^{iv}

COMPLEXITY



of tech CFOs harbor high or moderate concerns about tax changes ⁱⁱ

COST



increase in U.S. logistics costs in 2018 ⁱⁱⁱ

GLOBALIZATION



projected global technology spending in 2019 ⁱ

CONSOLIDATION



of tech CFOs expect M&A activity to increase this year ⁱⁱ

Today's technology OEMs are expected to deliver quality, timely repairs and consistent, reliable customer satisfaction and retention across regions.

Change Means Opportunity...

Harness that opportunity by future-proofing your repair strategy with a global supply chain expert.

What to look for in a repair services partner:

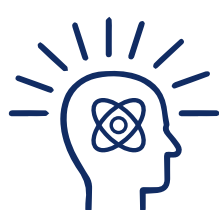
- ▶ A wide range of repair capabilities and services based on years of experience
- ▶ Breadth and depth of technical expertise and capabilities for even the most difficult repairs
- ▶ Purpose-built facilities in key locations and a global distribution network
- ▶ Mature, lean, quality operations backed by the necessary certifications
- ▶ Complementary services such as advanced analytics and supply chain visibility

Trust the Proven Repair Services Experts

Shyft Global Services offers a unique mix of comprehensive repair services and capabilities to prepare you for the future:

- ✔ Repair
- ✔ Depot inventory management
- ✔ Program management and reporting
- ✔ Demonstration and evaluation

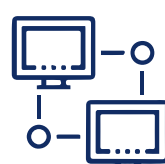
The Shyft Difference



EXPERTISE
45+ years of experience



INFRASTRUCTURE
Purpose-built facilities serving 60+ countries



OPERATIONS
End-to-end visibility and reporting



QUALITY
The right experience and certifications

Achieve the business outcomes you desire *and* the repair strategy your customers deserve.



CASH FLOW
Improve cash flow by optimizing inventory position



COST REDUCTION
Optimize the parts and repair supply chain



INCREASED REVENUE
Focus resources elsewhere and generate new revenue



OPTIMIZED INVENTORY
Improve turnaround times and repair yields



CUSTOMER SATISFACTION
Gain predictable, timely operations under your brand

Future-proof your repair strategy today.

[Learn more](#) and [contact us](#) to get the conversation started

ⁱ CompTIA, IT Industry Outlook 2019, <https://www.comptia.org/resources/it-industry-trends-analysis>

ⁱⁱ BDO Technology, Scaling up in 2019: 2019 BDO Technology Outlook Survey, [https://www.bdo.com/getattachment/Insights/Industries/Technology/BDO-Technology-Outlook-Survey/TECH_Outlook-Survey_2019_WEB-\(1\).pdf.aspx](https://www.bdo.com/getattachment/Insights/Industries/Technology/BDO-Technology-Outlook-Survey/TECH_Outlook-Survey_2019_WEB-(1).pdf.aspx)

ⁱⁱⁱ RSM, 5 Trends Driving Logistics Costs up for Manufacturers, <https://rsmus.com/what-we-do/industries/industrialproducts/5-trends-driving-logistics-costs-up-for-manufacturers.html>

^{iv} PWC, Experience is Everything: How to Get it Right, <https://www.pwc.com/us/en/advisory-services/publications/consumer-intelligence-series/pwc-consumer-intelligence-series-customer-experience.pdf>