



Broadband Solutions

Your Customers' Satisfaction is Paramount

When equipment requires repair or updates, providing the right solutions quickly is a critical component to your customer's experience. From overall satisfaction to long-term retention, providing industry-leading quality service and skilled technical support—all in a timely manner—is not only paramount, it's an asset, and Shyft Global Services can help.



Response Time – Efficiency is vital when it comes to repair. Increase product loyalty and long-term advocacy by providing your customers with a process that not only has the necessary expertise, but speed.



Logistics – The time it takes to transport repair units is just as critical as how rapid the repairs are to begin with. Through our unmatched network, database and company infrastructure, we prioritize efficiency.



Peace of Mind – Our team of certified technicians makes sure your equipment functions like it should. With a national warranty rate of less than 2%, your customers can feel confident that service will go uninterrupted.

Shyft Has You Covered

With our state-of-the-art service facilities and proven expertise, Shyft Global Services is uniquely positioned to provide a broader range of support and value-adds.

- ▶ Nationwide services
- ▶ Trained and certified technicians and engineers
- ▶ Comprehensive reporting
- ▶ Board-level maintenance
- ▶ On-site Return Materials Authorization (RMA) creation
- ▶ Community Antenna (CATV) and broadband refurbishment
- ▶ Plant equipment qualification (EQ), fiber, headend and customer premises equipment (CPE)
- ▶ ISO 9001 and ISO 14001 certifications

Tracking and Reporting

Shyft delivers the most comprehensive, customizable and transparent reporting experience in the industry, providing you complete visibility.



Prext – Web-based reporting improves transparency and accountability by providing information that is 100% visible and available 24 hours a day. All customer data is delivered in real time with immediate inventory tracking and controls, expert trend analysis and fully exportable reports.



QR Codes – Shyft labels each repaired unit with unique QR codes, making each individual unit's repair history available through a smartphone or tablet.



Packaging – For added equipment protection, Shyft labels each refurbished unit with a unique sticker identifying its model number and descriptor. Every unit is packed, sealed and shipped in an eco-friendly, fully biodegradable bubble wrap that Shyft manufactures.

Preventative Maintenance Program

Extend the life of your equipment. Shyft offers the added option and flexibility to refurbish your equipment to “like new” condition with its unique Preventative Maintenance Program, covering:

- ▶ Replacement of all hybrids
- ▶ Rebuild power supplies
- ▶ Refurbish all known failure points (caps, resistors, ICs, C-Cor ALC circuit)
- ▶ Replace all collets and all loose/spread/dark F-connectors
- ▶ Audit of all power connectors (mandatory repair or replace on select models)
- ▶ Check all pods (replace old metal versions)
- ▶ Check pad sockets (replace on certain models)

Your Partner in Customer Satisfaction

Shyft Global Services is a leading technology lifecycle service provider that partners with companies around the world to shift the way they do business. Powered by a robust global logistics network, team of outsourcing experts and decades of experience, Shyft's end-to-end product and customer lifecycle services enable technology companies to reinvest in growth, transformation and innovation.

Ready to shift your business forward?

To learn more, visit: shyftservices.com

