



# Repair Services

## Maintain Customer Satisfaction and Loyalty

You sell a great product. But even great products need repairs eventually, and the way you respond can make or break your reputation with your customers.

Part of the challenge lies in scaling your service capacity to match your sales growth. You have to keep spare parts on hand, but that can easily lead to overprovisioning and all the waste that comes with it. Plus, repairing the unit is just the start. You also need superior logistics to collect the equipment, service it quickly and get it back to delivering value for your customer. Fast, reliable customer service is crucial for your brand's continued success and valued reputation — and Shyft Global Services makes it easy to deliver. We help you maintain customer loyalty and reduce costs through a scalable service that's responsive, agile and flexible.

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## Provide Quality Repairs and Certified Expert Service

You want to keep your products in your customers' hands, working the way they're supposed to — and Shyft makes it happen. Our state-of-the-art facilities are located strategically near key transportation hubs around the world and staffed by thousands of skilled engineers, placing us in a unique position to deliver the exceptional service your customers deserve.



### Complete IT Coverage

We offer repairs for the full range of IT products, including servers, storage, networking, hard drives, laptops, desktops, peripherals and point-of-sale devices.



### Seamless Service

We provide everything you need to control the IT supply chain and reduce your costs, including root cause analysis, quality testing, packaging and shipping back to your customer.



### Real-Time Tracking and Reporting

We maintain a failure-analysis database to monitor and report on each and every part and product.



### Engineering Insights

We analyze repair data to report and advise on any trends that emerge.



### Component-Level Repairs

Our comprehensive service covers BGA and fine-pitch device replacement, X-ray inspection and flying probe and ICT testing.



### Recognized Logistics Expertise

We have the infrastructure to move defective units back through the supply chain quickly and efficiently, lowering your overall operational costs.

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## Environmentally Responsible Repair Services

Shyft practices a secure and environmentally friendly scrap process, managing obsolete and excess field repair units (FRUs) of components, including field purges. We deliver NIST- and DoD-compliant data destruction and sanitization services. Each solution is custom-engineered to fit your customer's environment, ensuring all data is eradicated in the most efficient manner possible — all while protecting the future through environmentally responsible practices.

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## About Shyft Global Services

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](https://shyftservices.com)