

Melbourne, Aust. , August 16, 2011

Axis enhances its warranty services for customers

Melbourne, Australia, August 16th, 2011 –Axis Communications, the world-wide leader in network surveillance, today announced the appointment Westview Electronics Pty Ltd as Axis Return Manufacturing Authority (RMA) partner in Australia. Effective immediately, the new service is offered to all end-users, resellers and distributors in the South Pacific Region

The new procedure will enhance Axis' In Warranty (RMA) processes by significantly reducing the response and resolutions turnaround time whilst also providing Axis with greater visibility into all its customers' cases.

"It goes without saying that customer satisfaction is key to our sales cycle," said Wai King Wong, ANZ Country Manager for Axis Communications. "Ensuring our customers receive the same level of service and customer support after they have purchased our products is of the utmost importance. This appointment of Westview Electronics as our local RMA partner will allow us to streamline the warranty claiming process for our customers and resolve any issues in a fraction of the time – which all contributes to our commitment on delivering optimum customer service for the entire life of the product."

Prior to July 2011 RMA cases have been handled through the sales channel which meant the end-user had to liaise with both the reseller and distributor to return the product to Axis. Now the end-user can raise a case directly with Axis and the repair/replacement will be handled by the local Axis approved RMA Partner.

About Axis Communications

Axis is an IT company offering network video solutions for professional installations. The company is the global market leader in network video, driving the ongoing shift from analog to digital video surveillance. Axis products and solutions focus on security surveillance and remote monitoring, and are based on innovative, open technology platforms.

Axis is a Swedish-based company, operating worldwide with offices in 18 countries and cooperating with partners in more than 70 countries. Founded in 1984, Axis is listed on the OMX Nordic Exchange, Large Cap and Information Technology. For more information about Axis, please visit our website at www.axis.com.

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