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AXIS COMMUNICATIONS

Axis is a Swedish-based IT company offering network video solutions for professional installations. Founded in 1984 and operating worldwide with offices in more than 20 countries, Axis is an innovative global market leader in network video, driving the ongoing shift from analogue to digital video surveillance. The products are used for security surveillance and remote monitoring, but also in installations in order to streamline customers' business processes. Based on open IP standards, Axis network cameras connect to any kind of IP network, including the internet, providing advanced video analytics features, such as motion detection, audio detection and tampering alarm solutions.

Retail: the introduction of network video has revolutionised the way retail professionals work with loss prevention, store optimisation, fraud detection, security and customer service.

Education: students and teachers hampered by the threat of harassment or violence will be comforted by the presence of reliable network cameras in the school's public spaces.

City Surveillance: Network video is one of the most useful tools for fighting crime and protecting citizens, acting both to detect and deter. In emergencies, network cameras can help police or fire-fighters pinpoint where their assistance is most needed.

Banking: solutions installed in local bank branches can transmit images to a central location for remote viewing us

People of Axis



Roy Alves
Country Manager



Sasha Davidson
Marketing Manager



Howard Valentine
Channel Manager

IT in Health

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Axis Communications to offer local warranty support

Wednesday, 28 July 2010 09:03

Axis Communications, the global market leader in the network video market, has partnered with MV tronics to open a local returned merchandise authorisation centre (RMA) as of 1 August 2010.

The centre, based in Midrand, will provide warranty support for all Axis products. In addition to warranty assessment and replacement, the centre is authorised to provide repairs for components that do not impact product warranties.

"Local warranty support is critical to our brand delivery," says Roy Alves, country manager of Axis Communications in South Africa, "and we are pleased that after 18 months of planning and negotiation we can now offer this service to our clients and their customers across South Africa and Africa."

"We are very excited about the partnership with Axis. We have extensive experience in managing RMA centre facilities and processes – like the one we currently run for all Panasonic consumer repairs," says Meetesh Ramesh Chandra, director of MV tronics.

Previously Axis distributors, Axiz, ADI and Sentronics, were the only point of contact for customers with warranty claims. Now the centre will provide a first point of service warranty fulfilment, and is intended to ensure fast and seamless turnaround times for replacement and repairs of Axis products.

"We believe a local facility will significantly improve our turn-around time on warranty replacement or repair." says Anthony Cannon, sales engineer, Axis Communications. "Products will no longer have to

09 September 2007

search...

be shipped back to Sweden for warranty fulfilment. This process used to take anything up to 5 weeks. And even though warranty returns equate to less than 1% of stock sold per annum, it's critical to ensure a seamless process from start to finish and ensure our brand continues to lead the pack." With the facility in place, the turnaround time on customer enquiries through the RMA centre in Johannesburg is a guaranteed to be 48 hours or less and for outlying areas it will take no more than five days.

To provide a national footprint, MV tronics will utilise a satellite offices "drop off" system where clients can drop off their faulty units which will then be couriered to the centre in Midrand. Should the product still be under warranty there will be no costs involved.

Aside of warranty assessment, replacement and repair services, the RMA centre will also be able provide repair services for "out of warranty" issues. "Being able to offer repairs for our product line will help customer's who have experienced issues with water or lightning damage, which aren't covered by the warranty but are common place particularly in Gauteng." says Cannon. Repairs can now be provided at around 10% to 15% of the replacement costs.

"If the unit is not repairable the centre staff will also be able to direct customers to the appropriate distributor or replace the unit right there and then," adds Cannon.

"We're driving the technology shift from analogue to digital network-based security solutions, and the RMA centre helps us achieve this by ensuring the best service and support locally in the security space. The centre will increase our customer service support abilities even further and will also assist our growth moving forward," says Alves.

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Press Office by Red Ferret
Discussing ongoing investigations into accounting irregularities at the computer giant, Dell's CEO Michael Dell, has for the first time publicly denied any personal involvement.

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In what could be described as a "quiet" month, Microsoft will issue just five security fixes this coming Patch Tuesday - with only one of them listed as "critical".

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Data centres still inefficient, despite virtualisation

Friday, 07 September 2007, 09:40

While virtualisation usage is increasing in the enterprise, inefficient management of data centres and virtual environments continues to be a burden.

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MTN keeps broadband news rolling

Friday, 07 September 2007, 09:36

MTN is ensuring it stays in the news spotlight this week. Having entered a bid for Telkom's fixed line business earlier this week, the company yesterday announced a reduction in broadband data tariffs.

iCredit for iPhone buyers

Friday, 07 September 2007, 09:26

When Apple slashed the price of its iPhone yesterday, in preparation for the Christmas buying season, angry customers who had bought the device at the higher price made sure their voices were heard - and Apple has responded with a credit.

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09 September 2007

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