



Hi-Tech Security Solutions

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Axis to offer local warranty support

1 October 2010

Axis Communications 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, 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, similar to 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 be shipped back to Sweden for warranty fulfilment. This process used to take anything up to five weeks. And even though warranty returns equate to less than 1% of stock sold per annum, it is 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 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 customers who have experienced issues with water or lightning damage, which are not covered by the warranty but are commonplace 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,” continues Cannon. “We are 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,” concludes Alves.

Credit(s)

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