



Case Study

Logistical and Technical Solutions Digital Signage Technology



Collaborations solutions leader and interactive whiteboard system manufacturer streamlines RMAs and bolsters brand equity.

Challenge

SMART Technologies was in need of a much improved projector service experience for its U.S. customers. Turnaround times were slow, communication and reporting was poor and with only one service location, it added up to a weak customer experience in its biggest market.

Solution

After one visit to Mendtronix's headquarters in San Diego, SMART service management quickly decided on a trial use of the MTI's west coast operation, immediately solving their need for bi-coastal support. Within one year, MTI's performance earned it a chance to gain a growing share of the work in the east via MTI's Atlanta operation. Within another nine months, MTI had earned 100% of SMART's projector repair business in the U.S. The company also improved overall communication, turnaround, and quality.

Results

SMART is enjoying a single and reliable U.S. projector service partner and improved communications with its two Asian contract manufacturer. This example highlights MTI's ability to work efficiently with multiple parties. Daily operations include fulfillment of new exchange requests within 24 hours, parts forecasting, safety stock management, real-time reporting, board repairs, call center support, website integration, warehousing, freight management, RTV execution and 24 hour out-of-warranty repairs.

About SMART Technologies

SMART Technologies Inc. is a leading provider of technology solutions that enable inspired collaboration in schools and workplaces by turning group work into a highly interactive, engaging and productive experience. SMART delivers integrated solutions of hardware, software and services designed for superior performance and ease of use, and remains a world leader in interactive displays.

About Mendtronix Inc. (MTI)

MTI is a value-added 3PL with vast technical services including contract assembly and repair capabilities serving multiple vertical markets via three strategic locations in Atlanta GA, Pittsburgh PA and San Diego CA.

"We needed a scalable, bi-coastal partner that could deliver superior repairs, logistics and turnaround times."
- SMART Technologies



Order Fulfillment



Repair



Shipping



Warehousing



Atlanta | Pittsburgh | San Diego

858.726.0200

www.mendtronix.com



* ISO 13485
Pending
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