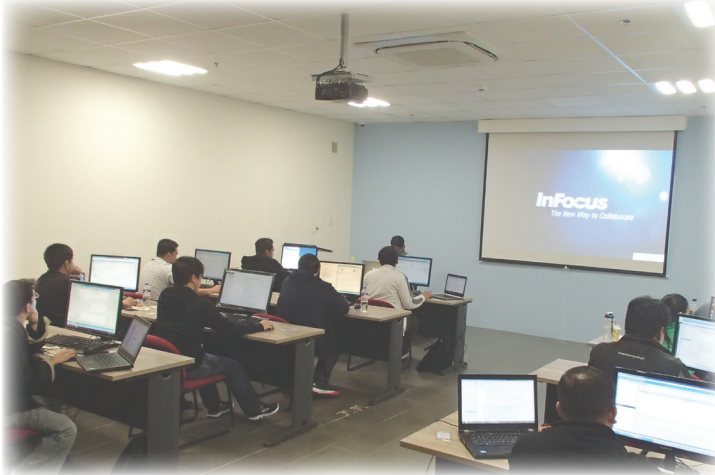


Case Study

Logistical and Technical Solutions

Digital Signage Technology

InFocus



Audiovisual products company streamlines its nationwide operations by outsourcing logistical and technical repair and refurbishment services.

Challenge

InFocus, a leading audiovisual product company, wanted to put emphasis on new product development and less on directly managing post-sale related services. Their challenge was finding a reliable partner that could effectively manage all major pieces of their service operations across products, markets and corners of the U.S.

Solution

Mendtronix (MTI) was selected and virtually all service functions were outsourced including warranty and non-warranty repair, website integration, parts management and direct customer contact. MTI implemented an effective end-to-end service structure that included its strategically placed repair centers and call center operations.

Results

MTI worked collaboratively with InFocus to successfully integrate all service functions and within a few months MTI achieved all targeted milestones. MTI exceeded InFocus' expectations and greatly improved the overall end customer experience. MTI also became the central service organization for InFocus' three contract manufacturers' parts supply and warranty administration.

About InFocus Corp.

InFocus leads with creative solutions for successful visual collaboration in large venues, conference rooms, classrooms and workstations throughout the world. InFocus Corporation develops, manufactures, and distributes DLP and LCD projectors and accessories as well as large-format touch displays, software, LED televisions, tablets and smartphones.

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.

"It was important that we find a partner that would help minimize overhead and cut aftermarket inefficiencies. Mendtronix's end-to-end solutions were centric to upholding the highest levels of service."
-InFocus Corp.



Order Fulfillment



Repair



Shipping



Warehousing



Atlanta | Pittsburgh | San Diego

858.726.0200

www.mendtronix.com



* ISO 13485
Pending
(Jan 2018)