

SKY VISION SERVICE CENTER

Customer-oriented, competent, efficient.



SKY VISION SATELLITENTECHNIK

PLUG AND PLAY SERVICE

SERVICE OUTSOURCING IS YOUR ADDED VALUE:



Efficient management due to a streamlined structure



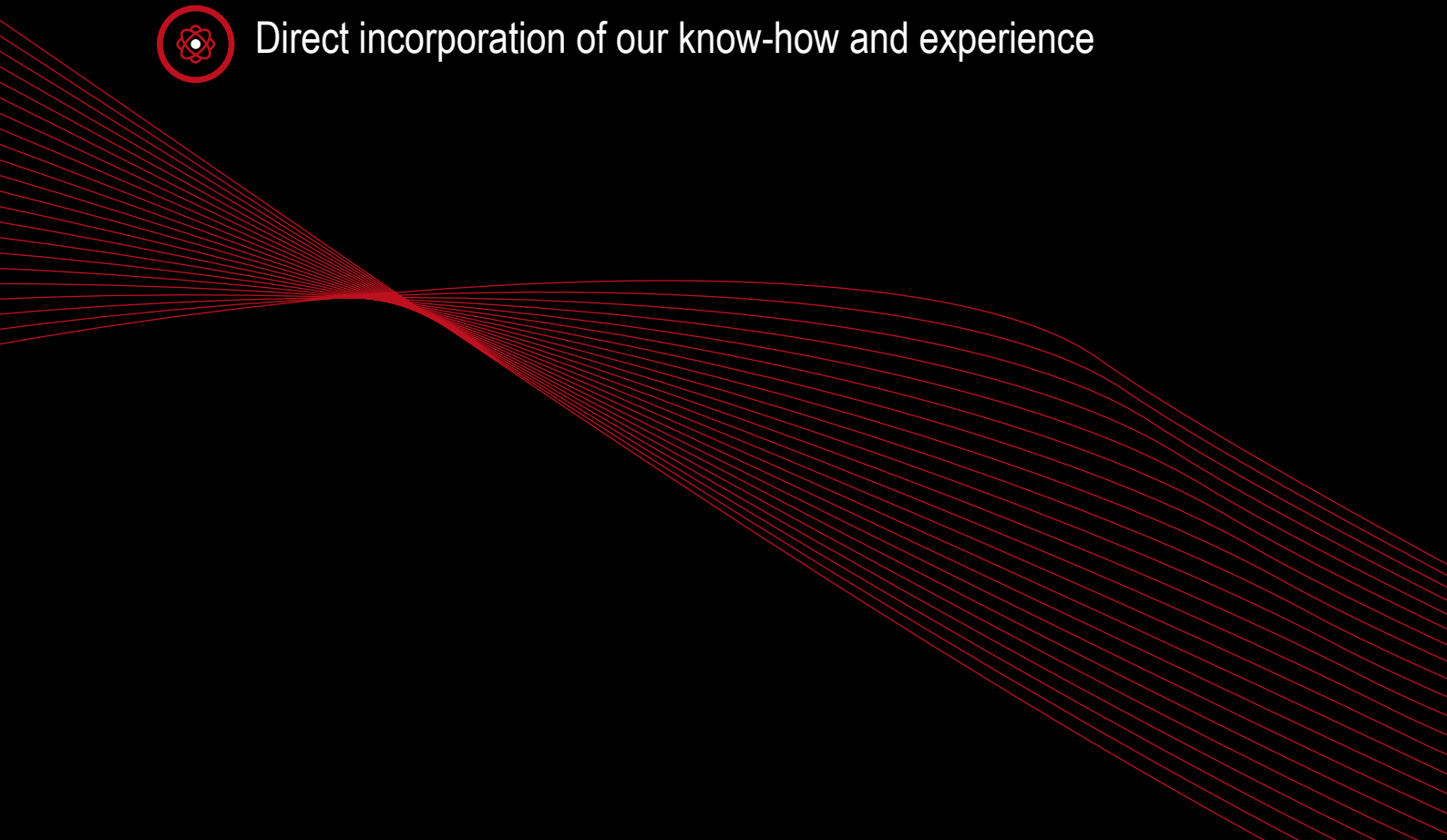
Quick launch to market for your product line



Flexible scalability as your sales grow

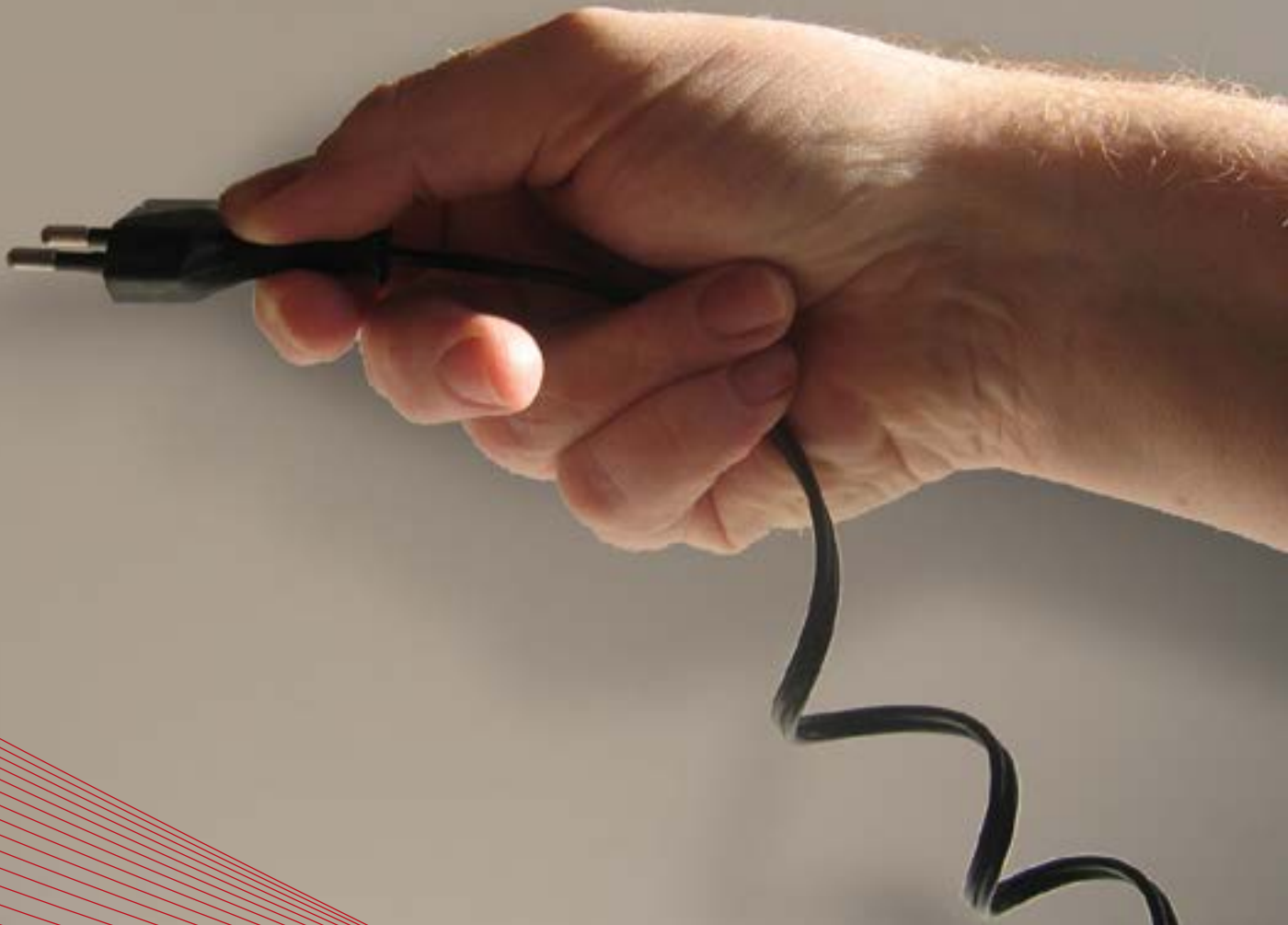


Direct incorporation of our know-how and experience



„FOCUS ON SALES, WE DO THE REST.“

Good service is a sign of quality and indispensable for sales success. We give you the freedom to focus on selling your products as we manage your service requirements in various turnkey and scalable packages.



SERVICE IN A BOX

TURNKEY SERVICE SOLUTION

We offer “one stop shopping” from fault analysis and repair, to administration and logistics. Every service process is continuously put under review, allowing individual & complete process optimization. The result is high quality, cutting edge service performance.



FAULT ANALYSIS

Efficient fault-reporting system

Fault diagnosis, error evaluation
and arbitration



REPAIR/REFURBISHMENT

30 highly qualified electronic technicians

Repair process down to the chip level

Average repair time: 48 h

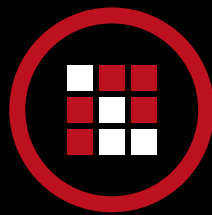
5 day cycle time customer to customer

Up to 9,000 repairs per month



IN-HOUSE CALL CENTER

Highly trained staff provides
first & second level support for
service inquiries and sales support



LOGISTICS

Comprehensive assortment of hardware
Efficient & continuously optimized dispatch / handling
Spare parts shipment coordination
Warehouse infrastructure

AFTER SALES SERVICE-TEAM



Professional Engineer Mr. Oliver Welz

with a total of 30 years of experience as an electronic technician,
has managed the sky vision service center for the last
12 years and coordinates a team of 45 highly trained
electronic engineers, clerical assistants and logistic personnel.



„PERFECT SERVICE IS A QUESTION OF HONOR!“

The sky vision service team provides a strong mixture of experienced as well as young specialists who strive for technical perfection and are passionate about their work.



FIRST- UND SECOND-LEVEL- SUPPORT

SPECIALIZED AND MULTI-LEVEL:

- Inbound receipt & fault clarification
- Analytical fault identification

- Device commissioning assistance
- New installation guidance and assistance

- Operating error clarification
- Equipment operation and component assistance

- Custom solution development
- General handling of service issues

- The in-house call center is exclusively staffed by employees of the service center.



„OUR GOAL: SATISFIED CUSTOMERS“

Our end customer hotline is the first line of contact, even for the smallest of issues. The trained service team provides expert answers in a professional atmosphere which enhances the quality of the customer-supplier relationship.

„OUR EXTRA EDGE: SPECIAL SUPPORT HOTLINE“

Service is not just an issue for our consumers. Our expertise provides a solid foundation for close cooperation and excellent support for trade and industry.

A series of thin, parallel red lines that originate from the top right corner and fan out towards the left, creating a dynamic, abstract shape.

REFERENCES

Clint

HD +

HUMAX

Lenus

SET-ONE

STRONG

DIGITAL TV

VANTAGE



„STRONG PERFORMANCE, THE WORD GETS AROUND“

In recent years, we were able to put our skills to the test. Well-known brands ranging from set top box, LCD and LED TV manufactures, as well as numerous audio and accessory suppliers have given us their trust, become loyal partners and recommend us to others.

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