ReverseLogix Repairs Management Module Overview

The only technology platform that manages the complete lifecycle of a repair.

Managing product repairs is traditionally a challenging piece of the returns management puzzle. Although repairs is an especially important service for companies that offer high-value items, most have home-grown or poor-performing systems for repairs management: No visibility, no parts management, little automation or task standardization.

The result? Inefficient and costly repairs, a higher likelihood of the product ending up in a landfill, and frustrated customers.

The ReverseLogix Repairs Management Module automates and standardizes the entire lifecycle of a product repair, giving B2C and B2B enterprise organizations total visibility and control.

Get more value from a return and maximize its saleable value—whether it goes back to the customer or to inventory for another buyer.

Build customer confidence in your brand with a service that fixes their item quickly and expertly.

As production costs rise and supply chains clog, repaired items **keep costs low** by avoiding the need to produce an entirely new item.

About the ReverseLogix Repairs Module

The ReverseLogix Repairs Management Module helps you manage complex repairs, repair parts, and warranty processes with a centralized, cloud-based SaaS solution.

It is the only technology platform on the market that manages the full lifecycle of a repair: Determining repairability on the front end and supporting simple or complex repairs.

By fully integrating with existing enterprise applications, ReverseLogix streamlines and coordinates end-to-end returns and repairs process, including:

1. Determining if a product can be repaired
2. Determining if the product is in or out of warranty
3. Factoring company priorities into workflows, such as sustainability (reuse, repairing, recycling, offset landfilling, etc.)
4. Determining the cost of repairing an item versus replacing it
5. Procuring parts, testing the repaired item and executing QA processes

At-a-Glance

- ▶ **Configure workflows based on your needs and products**
- ▶ **Warranty-based repairs**
- ▶ **Multi-level repairs**
- ▶ **DIY customer repairs**
- ▶ **Parts management**
- ▶ **Testing integration**
- ▶ **Billing code customization**
- ▶ **Fast 4-8 week implementation**

Before ReverseLogix, a manufacturer of high-end suitcases and bags couldn't finish processing holiday returns and repairs until April. **With ReverseLogix automation and efficiency, the entire season is now completed in two weeks.**

A Deeper Look

The ReverseLogix Repairs Management Module determines whether an item is repairable based on your rules, such as cost, warranty, parts availability and other corporate priorities.

Once an item is confirmed for repair, your team or third-party partners are guided through each step of the repairs process, with automated tasks whenever possible and full visibility into the end-to-end repairs process.
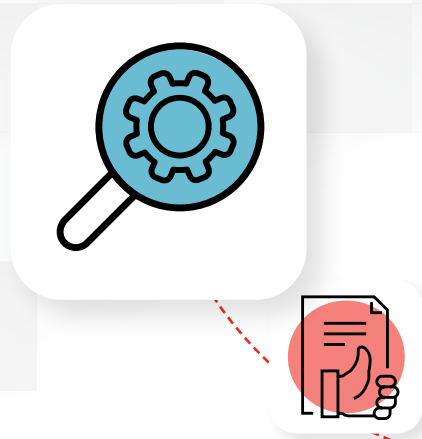
Win-win-win for customer, company and planet

Whether a return arrives singly or in bulk, ReverseLogix can be configured to reflect company priorities, work-flows or the brand's requirements.

- Control the customer experience and repair process to ensure loyalty and ease—even with third-party partners.
- Recoup value by efficiently repairing the item rather than replacing it, and guide employees on which parts to pull from inventory.
- Offer repairs to meet length of time for use.
- Configure workflows by item type or brand, such as deleting customer photos from an electronic device or lightly cleaning a designer accessory.
- Configure workflows to reflect sustainability priorities, such as recycling rules or re-packaging requirements. With faster repair times, items can be remarketed more easily, avoiding the landfill and maximizing their value.

Reporting

Cutting-edge business intelligence is built into the ReverseLogix Repairs Management Module and into every module screen. See your repairs data in real-time and over time, so you can quickly fix bottlenecks, product issues and recognize teams for exceptional service.

- Capture and analyze repair data to inform future product designs for repairability
- Leverage repair metrics to produce customer repair guides, employee diagnostic guides and troubleshooting tips
- Quickly identify problem components, parts or problematic designs
- Use repair history data to make "forward" decisions on the cost/benefit of repairing an item versus dispositioning

Multi-level repairs

Manage multiple service levels and provide a seamless user interface for employees.

- Perform repairs at multiple depot levels and stock transfer the repairable units to each level.
- With a cloud-based platform, third-party repair centers such as 3PLs, after-sales care providers or remote repair centers anywhere in the world can work from the same workflows and standards.
- Get visibility into repairs data, diagnostics and reports across your network.

When Brexit forced a tech company to quickly open a new repair facility, **ReverseLogix made it easy to manage partners, ensure standard workflows, and get full visibility into repairs data.**

Parts management

Accurately track the consumption, status and ordering of parts. The ReverseLogix Repairs Management Module includes warehouse management capabilities such as…

- Tracking of each part
- Age of part
- Value of part as it's used in the repairs cycle
- Parts harvesting to leverage parts of unsold items

Billing code customization

Ensure the same level of service and charges through your entire operation, no matter the locations or third-party partners.

- Billing codes based on parts consumed and labor expended, so you can correctly invoice out-of-warranty repairs and manage parts inventory.
- Create your own billing codes that combine parts and labor, customizing and standardizing activities across all depots and third-party providers.
- Employees understand the repairs issue they are facing based on the billing code. The system shows them which parts are needed, the repair workflows to execute, payment processing, and more.

Testing integration

For repairable items that require extensive testing and wiping, ReverseLogix integrates with testing suites through an easy-to-use plain text integration.

- Configure the testing center to output test results to an analytics platform if you need to aggregate and analyze failure codes and root causes.
- Testing integration: phones, TVs, must go through system and absorb test results. We can connect to that system so you have a single ecosystem.
- Override test results directly in the Repair Management Module.

Warranty-based repairs

Manage customer registrations, coordinate returns, and perform both in-warranty and out-of-warranty repairs.

- Create a menu of unique repair offerings to keep customers happy even when a product doesn't meet expectations.
- For items that don't fall under a covered warranty, ReverseLogix can provide immediate quotes and send invoices before performing the repair.

The Bottom Line

With ReverseLogix, your repair teams and third-party partners get a streamlined, intuitive and guided experience that ensures standardization and superior customer service. Workflows are configured to match your corporate goals and unique product- or brand-level repair needs.

From above, you get a full line of sight into repairs data, enabling you to catch issues earlier, see where efficiencies can be improved, make better decisions based on stock availability and price, and drive more value for the business.

Clients that rely on the ReverseLogix Repairs Module include...

FOXCONN   FedEx.   TUMI   Samsonite   SUUNTO

The ReverseLogix Returns Management Module is part of the ReverseLogix returns management system (RMS). It's the industry's only end-to-end, purpose-built RMS with configurable and flexible workflows that serve B2B, B2C and hybrid environments.

Contact us to learn more about what ReverseLogix can do for you!

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