



INNOVE<sup>i</sup>



**Electronics Repair and Reverse Logistics Solutions**

**We Call It Repair Logistics**

**This is our core competency. We are the experts.**



# Full Line of Services



- Repair and Rework
- Refurbishment
- Component Recovery
- Final Assembly
- Final Configuration
- Flat Panel Monitor Repair
- Optical Products Repair
- Inspection
- Testing and Burn-In
- Reverse Logistics
- Module Recovery
- Materials Management
- Data Analysis
- Data Feedback
- Telecom Products Repair
- Sorting
- Engineering Support



# Core Values



**Innovei is founded on developing  
the best value  
for our clients with:**

- **Innovation** of after-sales product support solutions through world class repair logistics and lean continuous flow processing.
- **Integrity** from attentive customer service and consistent continuous improvements.



# Quality



- ISO 9001 Certified
- IPC-A-610D Workmanship Standard / Certified Trainer
- ESD Safeguards (floor, tools, people)
- Statistical Process Controls and Data Monitoring
- Total Quality Management
- Continuous Process Improvements



# Location





# El Paso and Juarez Borderplex



## World Class Manufacturing Hub

Innovei utilizes the El Paso - Juarez Borderplex strategic economic strengths

- Highly Trained and Educated Workforce
- Infrastructure for Logistics
- Manufacturing Support Services

All of these create business advantage for our clients



# The Borderplex Advantage



Innovei and the borderplex location provides these advantages to customers

## Logistics:

- Central US Shipping Hub, 2500+ trucks cross the border each day.
- Quick response from El Paso, Texas
- Value Service from Juarez, Chihuahua, Mexico.

## Control:

- Customs, Import/Export expertise
- Error Free Distribution through automated database tracking





# Innovei Results



- **Cost**

Low employee turnaround

Low cost labor platform

Customer example:

Repair Parts Cost Reduction	24%
Turn Around Time improvement	31%
Total Cost Reduction	<b>51%+</b>

- **Quality**

— Innovei maintains a 90 day **return rate at 0.16%** for repaired product.

— BER Scrap maintained at: 0.42%.

— Customer-Liable product repair rate: 99.57%





# Innovei Results



- **Inventory Control**

Product inventory tracked via serial number.  
Parts inventory control management.

- **Imports/Exports**

Experts in doing business in Mexico.  
International Border logistics HAS NEVER affected day to day business.

- **Customer Service**

Account Executives are Bilingual and work out of El Paso, allowing for smooth communication with US and Mexico.



# Innovei Results



- **Turn-around Time**

Product arriving in the morning at our El Paso facility can be at our Juarez facility by that afternoon.

Product repaired at our Juarez facility in the morning can be at our El Paso facility that same afternoon.

- **Customized Solutions**

Tailored solutions and feedback is our specialty.

We strive to provide the optimal value for our customers.



# Innovei Results



## One Stop Shop

- Repairs can be performed at all levels:
  - component level
  - board level
  - module level
  - system level
- Our repair staff, under one roof, enables:
  - process control
  - faster turn-around time
  - repair at all levels
- Improve your Customer Experience

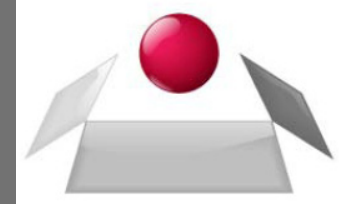
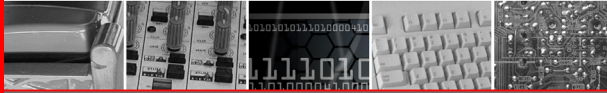


# Summary



## **Innovei enables Customers to**

- Reduce Repair Costs
- Maintain High Quality Standards
- Improve Customer Satisfaction
- Create New Revenue Streams
- Focus on Core Competencies
- Create Operational Flexibility



# *Repair Logistics*

Our Expertise – Your Advantage

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