MICROFIX

Company Profile

Microfix makes IT work for YOU

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Introduction

During the history of Microfix a broad foundation has been laid that guarantees customer satisfaction. We make sure that we are a reliable service partner and also cost effective. This fundament has also determined the success of Microfix in 2009.

Mission and vision

- Microfix aims to create optimum added value for its interested parties.
- Microfix offers expert and qualitative solutions as an independent, professional service partner and anticipates the needs of the customer in a flexible way.
- Microfix invests in knowledge and company processes thus providing the highest quality service to its customers.
- Microfix employees fulfill agreements that have been entered into with its customers.

The company and business

Microfix N.V. was started in December 1991 and has developed an established and recognized position in the ICT service market in the Netherlands. From a position as a 4th party maintenance organization, doing repairs of ICT and Consumer Electronics for end-user, businesses, dealers and manufacturers, Microfix has grown towards an independent position as service provider.

A major step in the growth of Microfix was the acquisition in 1998 of the current building at Willem Barentszstraat 23 in Leiden, The Netherlands. It consists of 1500 m2 office and workspace repair facilities. Appropriate ESD provisions have been taken and all measures needed for security, safety, fire prevention and environmental safety.

We are a healthy company due to attention to work efficiency, training of employees and our modern service software, choice of business activities, sales, pricing etc. As an independent organization we possess the know-how for almost all ICT and Consumer Electronics products. Our knowledgeable employees, our advanced service methods and the direct availability of a whole range of components form the solid basis on which we operate.

In addition to the fact that we have a great deal of equipment knowledge, we are also very aware of our customer's requirements. Meticulous procedures, quality control, quick service and competitive prices make Microfix an attractive partner for both private users and companies.

Microfix management

Microfix is owned and managed by its founders and current shareholders, giving stability and optimal motivation. Dividend policy is governed by the wish to keep a long time stable financial position.

Service related distinguishing features

Since our foundation we have specialized in maintenance and repair of ICT equipment. We handle more than 500 calls weekly.

As an independent service provider, we repair equipment of IBM, Dell, Toshiba, Lenovo, Acer, Lexmark, Hewlett Packard, Kyocera, Samsung, OKI, Brother, Boundless Technologies, Tally, DSI, Fujitsu, TEC, Zebra, Printronix, Datamax, PSI, Printronix etc.

We have had a steady growth and were able to improve and expand our organization. Because of our growth and because of increasing experience in various service processes of our customers, we have been able to improve our own company processes.

Due to this, our current customers profit from computerized call transactions, computerized quality controls and short communication lines. Our training programme and the contact with our employees ensure motivated and efficient workers who find the maintenance of the newest IBM equipment a great challenge.

Recapitulating:

Strengths:
- Dedication to PC and printer repair
- Computerized working processes
- Competitive repair pricing
- High Quality standards
- Enhanced Reporting capabilities
- Online capabilities for request/contract information
- Flexible organization
- ISO 9001 2000 certified
- Manufacturer independent
- Experience since 1991

We have many satisfied customers; the market recognizes the quality and expertise of Microfix and more and more requests are received from large organizations asking for our experience on contract basis or under other conditions.

Microfix Field Service

Microfix provides an onsite service covering the Benelux. Twenty four field service engineers serve the region within which the technicians operate from their own place of residence. Each engineer is connected live to our back office by means of their PDA.

Technical equipment

Each Microfix engineer has optimum supplies for performing service activities.

Field service equipment

- Representative service car
- Representative company outfit
- (toner) vacuum cleaner
- Tools required to perform the service
- Anti-static equipment
- Notebook, PDA including navigation software and Internet access, mobile telephone.

Allocation of field service engineers

- Region North   2 engineers
- Region North-West   4 engineers
- Region Middle   3 engineers
- Region East   3 engineers
- Region West   7 engineers
- Region South-west   3 engineers
- Region South   3 engineers

Standard for professional appearance and transportation

Our engineers drive company cars, and are dressed in a coat and shirt provided by Microfix. No visible piercings are allowed during work hours.

ISO9000 and Quality

Current Quality initiatives

Microfix has been ISO 2001 9000 certified since 2005.

We constantly monitor quality levels. Our growth has been geared to the capacity of the company. To be able to operate properly as a strategic partner, the quality supplied by Microfix is guaranteed. The standards of all departments and internal processes by internal audits are reviewed annually on the basis of the ISO 9001 2000 standards.

We are re-certified by an external company called Bureau Veritas every two years. Microfix has a quality manual in which its quality policy and objectives of quality are defined extensively. This handbook is provided to each new employee and is available online through our intranet website. We wish to constantly increase our quality and related customer satisfaction with regard to all our services. To us, speed, reliability, flexibility and customer orientation are of utmost importance.

Metrix, our service management system has been so arranged that the provided service degree is always checked, analyzed and optimized. On the basis of the results corrective measures are taken if necessary.
On the basis of these quality policy objectives we annually formulate quality goals for relevant functions and levels.

Measuring quality

We constantly monitor the quality level. Our growth has been geared to the capacity of the company. To be able to operate properly as a strategic partner, the quality that Microfix supplies is guaranteed. This is undertaken annually on the basis of the ISO 9001 2000 standards.

Examples of reports for monitoring the service level:
- survey of attained response times
- survey of "time to fix"
- survey of "first time fix"
- survey of repeat calls
- survey of TAT (turnaround time)

If requested, we can develop a special report.

Customer satisfaction

Microfix structurally carries out customer satisfaction surveys (laid down in our quality hand book). Two in ten repairs that have been carried out are later checked by telephone.

Complaints are directly recorded in the service management system and passed on to the manager responsible.

Inspections by the management are carried out by means of reports with visible graphs. The results are discussed weekly. Improvements are carried through and this results in an increase in customer satisfaction.

ESD Compliance

We designed and decorated our building ESD compliant and have further facilities for ESD compliance both for our in-house and field-engineers.

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Management System

We acquired Metrix, our service-software package in 2001. This SQL based package is used by large service organizations such as Xerox, Ericsson and DHL to manage their services. The package provides modern Internet coupled features, many flexible reporting capabilities; built-in facilities for quality control, escalation and process management, so that we are able to respond to the requested reporting requirements after customization of some reports (SQL).

Metrix is a service management system that starts with each service request coming in, identification of products and automatic quote generation to customers by email or fax. Request status reporting via Internet, shipping and billing, spare part usage and stock control, management and quality reporting, contract and billing.

Website features on www.fixportal.nl: registration of service requests, online request status reporting, actual repair price list and requests for quotes.

Real time request status monitoring

Our field engineers work with a hand held computer for real-time handling of each request. The request task is closed real-time. The request status is visible online on our website. Customers can either login onto our system, or view our website.

Reporting capabilities

We create reports with information about:

- Used parts, labor, turnaround time, repair date, repair time etc.
- Quantity of complete repair actions, waiting for repairs e
- Repaired by which engineer, guarantee, yield, repair history
- Repair costs, part costs, shipping costs etc.
- Stock levels, min/max stock levels, product tracing
- Usage of repair codes

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Metrix offers next mentioned features:

Repair and (field) service module:

- Call Taking
- Dispatch
- Schedule & Plan
- Workflow Management
- Automated Milestones
- Events & Notifications
- Escalation Management
- Automatic Task Generation
- Mobile Solution (TechWeb)
- Web-based applications

Part stock and Logistics:

- Parts Ordering & Selling
- Rule Based Pricing
- Stock Levels
- Purchasing
- Warehouse Management
- Pick, Pack & Ship
- Car Stock Management
- In-night System Management

Contract and warranty management:

- Installed Base Management
- Configurations
- Auto PM Generation
- Warranty Management
- Quotations
- Product Contracts
- Place Contracts
- G-Max Contracts
- Meter Reading Contracts
- Price Book Management
- Flexible Billing / Invoicing
- Flexible Renewal Options

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Business process
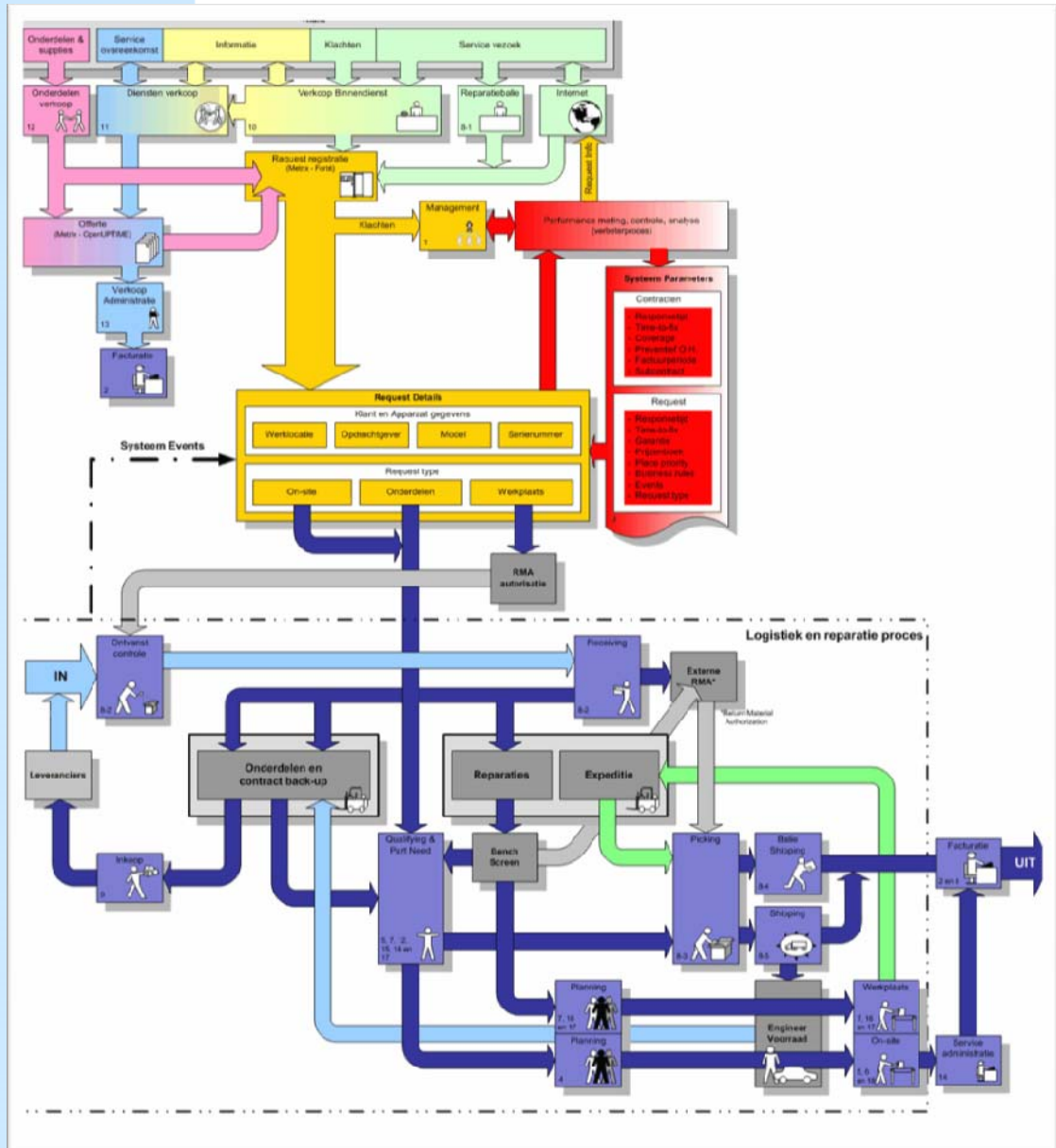
Education of technical knowledge

Microfix endeavor's to use engineers with at least a A+ certificate for this project or a diploma at the level of intermediate vocational education level [MBO] (ICT or electronics).

Microfix has in-house training facilities: FixCollege. Each technician is trained on every product we have in our portfolio. Our engineers are also trained by manufacturers and external parties.

The training and knowledge level of each engineer is kept up to date. The management of Microfix stimulates employees to follow training that is relevant to the work.

Communication skills

Microfix trains its engineers yearly at IPV (institute of practice skills). Subjects that are discussed during these trainings are:
- Customer orientation and service and what is understood by this
- The role of the engineer and his/her influence on the satisfaction of the customer
- Social skills
- Visiting procedures with regard to the customer
- Verbal and non-verbal communication communicative skills
- Types of customer - handling different types of behavior
- Empathizing with customers
- Complaints and difficult situations

Repeat sessions are held yearly for all engineers.

Environment

Microfix focuses its attention on protecting the environment. Microfix strives to use products which have a minimal negative effect on health, security and the ecosystem. With regard to recycling, Microfix always strives to unburden the environment as much as possible.

Examples:
- Microfix has extensive separated waste processing.
- Environmental packaging is used.
- Microfix is a member of the branch association ICT-environment for the removal of old and left over equipment.
- Microfix offers her customers (through a third party) free possibilities for collection of empty toner cartridges.

Working conditions

Microfix bears the responsibility of ensuring that its employees work according to the Dutch Occupational Health and Safety Act (Labor Law). Security and health are the first matter of importance in our organization.

A risk inventory has been drawn up and approved by the agencies responsible.

Microfix periodically keeps staff satisfaction surveys. Results are inventoried and assessed by the Management and Executive Board. Improvements are then implemented.

A guarantee of working conditions and security has been determined in our quality manual and is reviewed annually according to the fixed ISO standardization and procedures.

Examples:
- Sufficient trained in-house emergency personnel.
- Employee satisfaction survey
- Evolution of the work place by the Dutch Knowledge Centre for Work and Lung Complaints
- Risk inventarisation and evaluation
- Evacuation exercises

Implementation new projects

Microfix uses the process mentioned below for the implementation of new projects:

- Study of the application by the account manager.
- Initiates consultation with the management team concerning the feasibility of the project.
- Appointment of a project manager.
- project team investigates the following aspects
    - sufficient knowledge/ experience available
    - sufficient employees
    - determine competing position
    - sufficient logistic possibilities
    - financial position with regard to possible investments
    - analysis of costs and profits

- Define work procedures and reporting
- Define time frame for implementation.
- Communicate and evaluate the project to management.

Periodical consultation structure

When the work has been put into operation, we propose a monthly consultation with regard to the progress, quality and SLA.

Outside office hours capabilities

Microfix can offer 24/7 services to its customers. We have a schedule for our technicians who look after night and weekend work.

Bring - In Maintenance Services

Microfix can offer in-house (bring-in) maintenance services on the level of an element or a machine (FRU), by executing an action plan provided by IBM, using the standard IBM maintenance documentation.

Microfix has an excellent workplace at its disposal with optimal facilities for performing service activities.

Technical equipment in the workshop

- floor with anti-static facilities (earthed according to ISO standarization)
- extraction fan for solder fumes
- extraction fan for removing toner
- work tables with anti-static facilities
- training room for in-company courses
- digital documentation system

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