

the solution for
customer service
and returns
handling



About Us

Propellerhead Support Services Ltd. have been in business for nearly 20 years, initially as a company designed to support Manufacturers of computer hardware, to effectively support their sales channel from distribution to the end user, and then back through to RMA Returns.

Over the many years we have been in business we have been fortunate to make a number of strong partnerships with various Manufacturers and World-wide distributors of computer and electrical equipment which has given us the ability to further enhance our knowledge of the flow of a product, from its birth, through to its potential return.

We also have experience of large scale software roll outs and technical support focusing on training the user whilst actively looking to automate and track stock movement and sales with the minimum of interaction but providing all the necessary connectivity for fast moving IT business's.

Kind Regards,



Clinton Mee-Bishop
Director

What can Propellerhead do for your business?

Propellerhead have over 18 years experience in RMA handling and support, consultancy and bespoke development. Combining these three specialist areas places Propellerhead in a unique position to offer unrivalled support and savings for your business.

1 Consultancy & Advisory

2 Bespoke Development

3 Outsourced customer services, support and RMA

1. Consultancy

Expert advice from nearly 2 decades of experience in the field of customer services, support and returns handling enables Propellerhead to offer advice and solutions which will save costs, streamline your operations and improve the overall quality of the service provided to your customers. Assistance can come in many forms starting from informal advice through to comprehensive audits and detailed reports on current processes and procedures within your organisation. We are able to offer advice on improved workflow, procedures, training alongside suitable hardware, software and communication solutions ensuring your organisation is running more efficiently.

2. Bespoke Development

As part of our consultancy service we may have identified the need to implement or upgrade your policies, procedures and / or software packages to help automate a business function or improve workflow. However, true automation can usually only be found within bespoke systems which have been tailored to suit your business rather than you trying to fit in with the constraints of "off the shelf" type packages. We have found that systems with limited functionality or systems that don't quite fit the business logic is often the biggest cause of wastage in the majority of our workflow audits. We try to ensure that operations are streamlined, simple to use and compliment existing operations.

3. Outsource to Propellerhead

Most companies view support, service and returns departments as cost centres. Propellerhead view these departments as opportunities for future **sales**. This past 2 decades have become known as the "information age"; Internet users have evolved from web page readers to web authors, bloggers, tweeters and posters. It is common place for customers to write reviews, twitter, facebook, blog, video and podcast about their experiences with products and customer support and service. It is essential that your company offers the highest standards of service to ensure customers are always communicating a positive message. Good service provides loyalty and repeat business. Negative publicity can have far reaching effects on future business.

Propellerhead is dedicated to providing consistent 5 star support and service - support and service **is** our business.

Combining our consultancy, bespoke development and outsourcing solutions ensures that we can take care of what historically is a problem area to a 5 star service which ensures that your customers keep coming back to you. We are able to manage individual areas or offer a complete outsourced solution for your service departments.

Propellerhead are unique in the way we manage our outsourced RMA services. Propellerhead can refurbish and re-sell your No Fault Found / Graded items left over from your sales partner RMA process. This service can help to reduce any losses by reselling second user items direct to consumers / businesses through Propellerhead driven sales channels.

A few examples of the areas that we can assist with:

<p>Technical Support</p> <ul style="list-style-type: none"> - Telephone (Free, Local rate) - Email - Message board / tickets - Live Help (Instant Messaging) - Technical authoring (Guides, manuals) - Website updates & maintenance 	<p>Reporting</p> <ul style="list-style-type: none"> - Day to day tracking - Root cause analysis - Trends - Periodic analysis & reviews - Realtime reporting 	<p>Graded Solutions</p> <ul style="list-style-type: none"> - Refurbish and re-sell No Fault Found from the RMA process - Reduce losses by reselling second user items via our channels
<p>Customer Services</p> <ul style="list-style-type: none"> - Telephone - Email - Message board / tickets - Live Help (IM) 	<p>Returns Handling</p> <ul style="list-style-type: none"> - Receive / Test RMA - Visual checks - Ship replacements - Return to supplier 	<p>Product Testing</p> <ul style="list-style-type: none"> - Industry standard testing - Firmware updates - Level 1 repairs - Reporting

4. How have we helped other companies?

When it comes to service, Propellerhead can help in many different ways, small scale or whole scale starting from telephone support for a few product lines to handling a complete service solution. Propellerhead have and continue to, provide support services for a number of global computer component manufacturers and we have solved a variety of system and procedural issues.

5. How can we help your business?

Propellerhead can help save your business resources and help your business grow. Our business development team are able to adapt to almost any business sector following industry standard methodologies to ensure we can help streamline your business processes.

Further information and a short video can be found at **<http://www.propellerhead.co.uk>**.

We often find an informal chat is the best method to see how Propellerhead can be of assistance to your business. Please call a member of our solutions team on **+44 (0) 1772 695070** or email **solutions@propellerhead.co.uk**.

We look forward to working with you.

"Making your organisation work smarter"