

BLM Depot Program Features

- ✓ Strict security protocols.
- ✓ Multiple, strategically located depot service centers throughout the continental USA.
- ✓ Certified technicians trained and authorized to make repairs across multi-vendor equipment platforms.
- ✓ State-of-the-art calls monitoring and tracking system plus detailed service records on all repaired devices.
- ✓ Specialized, secure website allowing our customers to open service calls, retrieve service call status and update plus download service reports.
- ✓ Diagnostic analysis and reviews.
- ✓ Shipping, receiving and warehouse storage.



DEPOT SERVICES

OVERVIEW

For decades executives of financial institutions have been conditioned to directly manage IT departments, staff, procedures and infrastructure. Yet, it has been the economic uncertainty of the past few years that have financial institutions exploring ways to improve their bottom line by reducing costs without sacrificing service to their customers. Many are discovering that a viable strategy is a mix of internal IT operations and outsourced services. Together they complement and support the IT department revealing significant advantages in cost, quality, reliability, flexibility and speed.

Depot services provide financial institutions a more cost-effective way of maintaining, replacing, or upgrading their IT hardware, software or Point of Sale (POS) peripherals.

This digital white paper highlights significant considerations for the necessity of depot services by identifying top reasons for partnerships, common myths and a review of the overall benefits. BLM Technologies represents the acme of experience and expertise to be your ideal partner for depot services and simplifies your IT environment allowing your IT personnel to focus on other core business matters.

REASONS FOR DEPOT

- Reduce capital expense and overhead costs
- Improve company focus and customer service
- Reduce downtimes through competent maintenance, repair and refurbishment of technology inventory
- Maintain a single point of contact for a variety of hardware from multiple OEMs

MYTHS

- Loss of strategic control.
 - This risk can be mitigated by setting and enforcing the boundaries of the partnership.
 - Every year it is becoming more expensive to retain all control of your IT environment completely onsite (you own and maintain your own hardware, software and keep in-house staff) when compared to outsourcing infrastructure.
- System compromises and lax security measures. In fact, just the opposite. A depot partner protects confidentiality by limiting exposure to new and many suppliers.
- “Locked in” to a contract. Vendors offer many depot service programs. Find the one that will work for you.

BENEFITS

- Access to specific competencies and leading-edge technology
- IT staff can focus on in-house core business operations
- Highly qualified staff through trained and certified technicians
- Financial benefits of bulk purchasing, leasing options and offsite storage
- Consistent quality and service
- Shipping of inventory to customer locations

PROGRAM OPTIONS

BLM's flexible depot programs can be customized to meet the specific needs of our customers lowering their costs and improving uptimes. We offer three different repair programs plus **we guarantee our work for 90 days.**

Standard Repair* (SR): A contracted or per incident service where the defective device is shipped at the customer's expense to one of our depot repair centers. BLM will complete the service and ship the device **within 10 business days of receipt** via ground shipment.

Quick Return* (QT): A contracted or per incident service where the defective device is shipped at the customer's expense to one of our depot repair centers. BLM will complete the service and ship the device **within 3 business days of receipt** via UPS ground shipment.

Advanced Unit Exchange* (AUE): A contracted or per incident service where you notify us of a defective device by telephone, email or by opening a service call through our secure web portal. **We'll ship an identical replacement device to you for receipt the next business day.** Then you return the defective device in the shipping box that the replacement device arrived in.



ENGAGEMENT OPTIONS

BLM can provide additional benefits by pre-configuring devices prior to shipment to provide a hassle-free, productive end-user experience. We offer flexible service engagement options depending on our customer's needs or preferences:

- Flat rate per repair pricing
- Time plus materials pricing
- Contracted service pricing

BLM YOUR DEPOT PARTNER

There are many publications providing a solid and rational baseline for evaluating depot as a business strategy. However, to maximize the business impact of depot services, financial institutions must look for vendors that exceed the expected norm, have proven track records and embrace a successful corporate culture with strong leadership and innovation.

With 25+ years in the industry, BLM Technologies is a partner that understands the complexity of depot services to provide single-source technology solutions needed for success. Through the scope of depot services we offer, BLM can address multiple IT needs giving you fewer points of accountability resulting in easier contract management. Our leadership is well recognized through the strong relationships we have with our world-class technology vendors, our customers and competitors.

**All repair programs include a thorough inspection of testing, cleaning, adjustments and lubrication. Days are counted from the day we receive the unit to the day we ship the unit back out. Days do not count shipping times. Normal exclusions apply including Force Majeure, replacement of consumables and user abuse.*

DEPOT SERVICE

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National Service Center**
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To Learn More:
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