



G2Dual Srl - Una storia in continua evoluzione, la centralità del cliente come costante e l'evoluzione dei servizi e dei sistemi come strumenti per garantirla.



Reggio Emilia, Head Quarter



G2Dual Srl - A history in continuous evolution, the centrality of the customer as a constant and the evolution of services and systems as tools to ensure it.



Reggio Emilia, Head Quarter



# THE GLOBAL VALUE

...always delivery more than expected



## MISSION

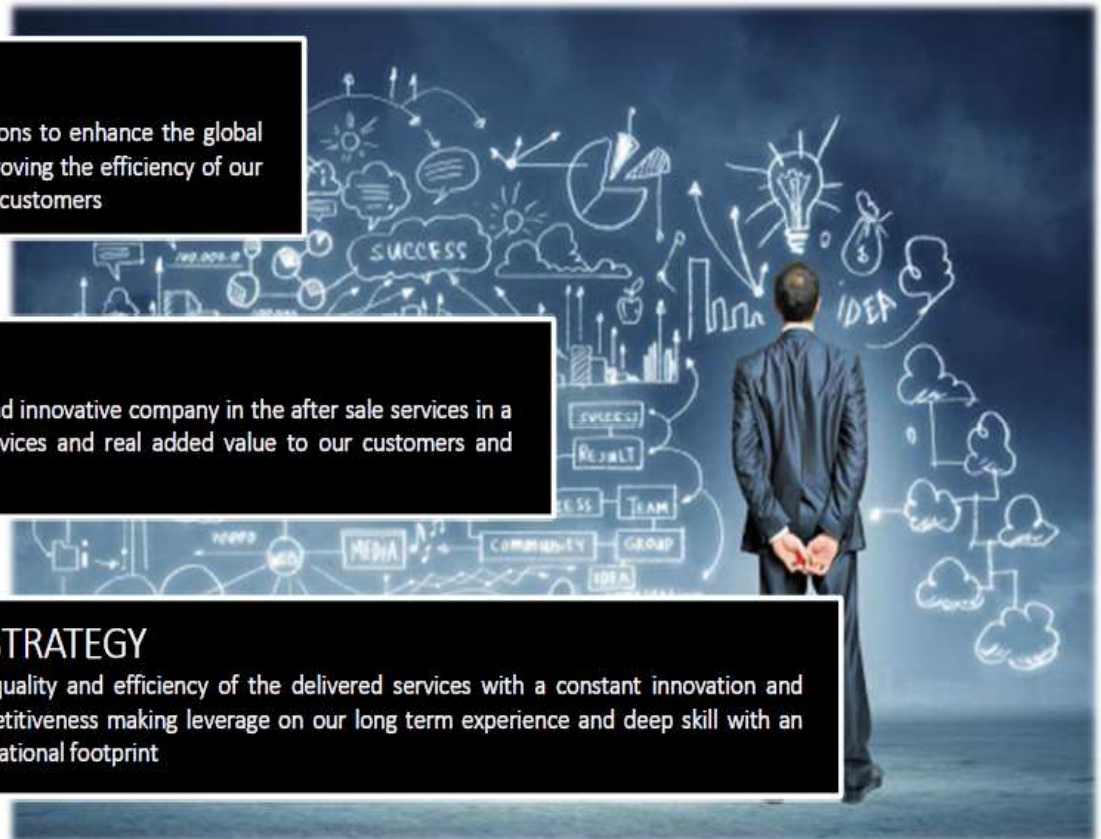
we develop dedicated support and after sale service solutions to enhance the global quality of the products and thereby we are continually improving the efficiency of our company, as well as enhancing the value of our partners and customers

## VISION

we want to become a complete and innovative company in the after sale services in a position to give cost effective services and real added value to our customers and partners

## STRATEGY

high quality and efficiency of the delivered services with a constant innovation and competitiveness making leverage on our long term experience and deep skill with an international footprint







# THE GROUP

...what do we do



- Smartphones repairs
- IT devices repairs
- Communication systems repair
- Call Centre and Customer support
- After Sale Solutions
- Projects Service
- Process Optimization



- Depot repairs up to L3
- Products Testing technology
- Technical Analysis
- Technical Escalation
- Management
- Depot mass rework
- Niche Products Refurbishment
- Products Assembling



- Network Migration
- Desktop & Systems
- Migration High Availability & Storage Solutions
- Messaging & Collaboration
- Security Solutions
- Supply Chain Services
- Logistic Management



- Managed Service Desk
- Asset Management
- Network Management
- Desktop & Systems Management
- Multi-Vendor Support
- Technology Refresh & IMAC
- Continuity Management
- Onsite Mass Rework

# OUR MISSION FOR YOU

...alone we can do so little, together we can do so much



- CC web based Interface Portal
- Claim Management
- Escalation management
- Warranty verification and validation
- Shipment management via web Portal
- DOA Management
- OOW quotation management
- Device Collection customized service
- Customer data import and clearing
- Real time process update messaging
- Return repaired device to customer
- Customer-Hub interface
- Special VIP/Customer services
- Retailers/Shops devices collection and return



# THE TEAM

...success is best when it's shared



- All level troubleshooting skill
- Multi-vendor and Multi-product group repair
- Repair soldering up to BGA soldering capability
- High and certified skill on Mobile and IT devices
- All levels repair certified by all the customers we support
- Certified inside Trainers
- Flexibility management
- Young and motivated staff
- Consolidated recruiting policy for Technicians
- School certified engineers
- Strong Team Job spirit



# SKILLS

...customers don't expect you to be perfect, they do expect you to fix things when they go wrong



Technical analysis, escalation  
management and solution provisioning

Specialized in consumer after  
sales process management and  
In site/On site devices repair  
and maintenance

EOL products management  
Batch rework facility  
management

Professional Services and Consultancy  
Special Complain Management and  
solutions Improvement and cost  
reduction analysis consultancy

Technical analysis, escalation  
management and solution provisioning

Supporting Mobile, IT ,  
Consumer Electronics,  
Professional devices with fully  
customized dedicated services  
on high and small repair  
volumes





# THE NETWORK

...alone we can do so little, together we can do so much



The G2 DUAL portfolio allows along with the partner network to develop the best solution for the customer independently from the constraint of own assets

A selected and certified Network of collecting points thanks to an agreement with IT postal Service

Full national territory coverage and EMEA footprint

Dedicated Service Portal for "on time" process control and cases status check

All the biggest retailers managed and supported via Service Portal/dedicated Back Office Team

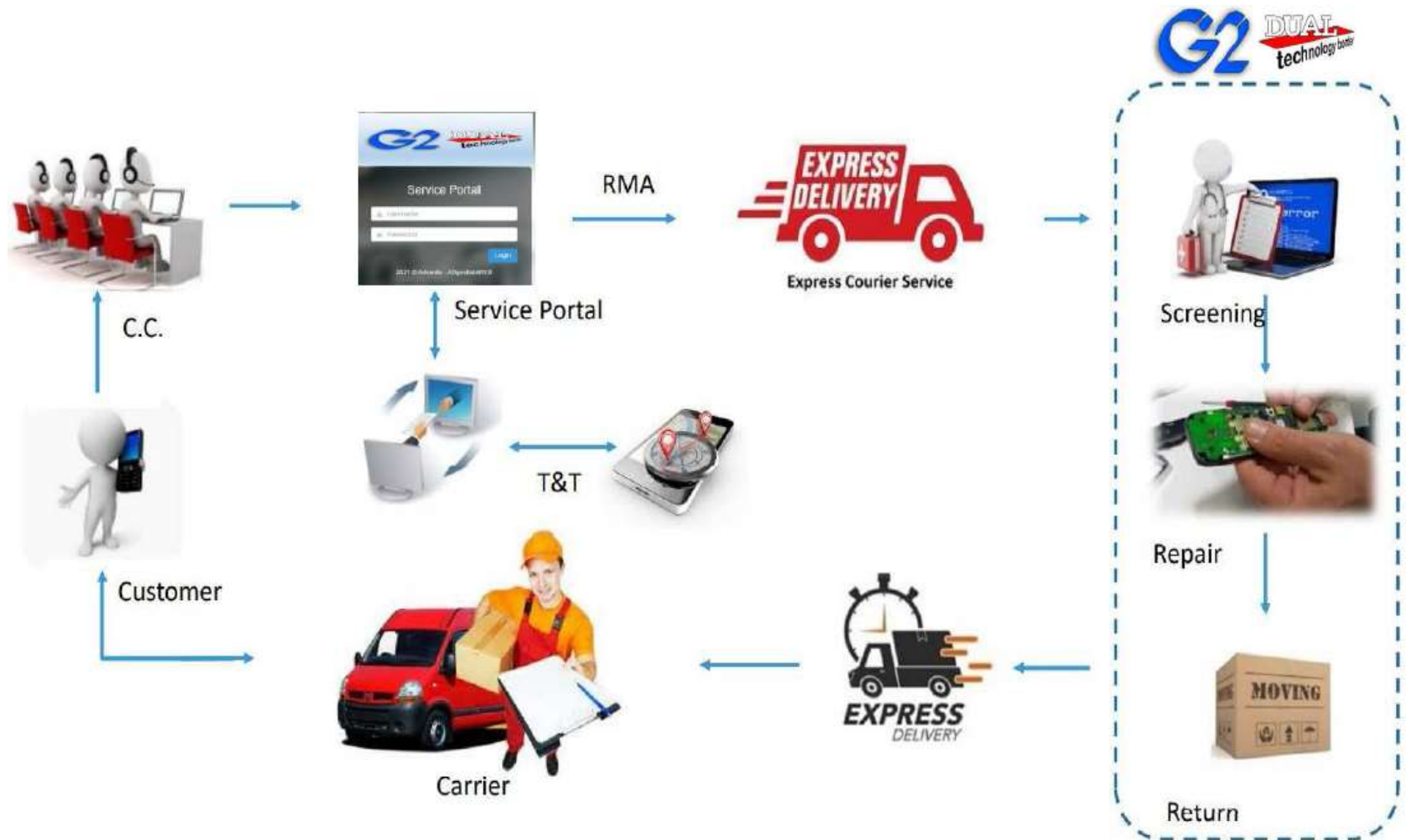
Warranty validation and Customer support on warranty issues

Advanced Customer service solutions and dedicated support to Top Clients



# LOGISTIC SCENARIO (collecting network)

...Innovation is exciting



# MANAGED SERVICES

...whatever you are ...be a good one



## SERVICE HUB

- ✓ Warranty Validation
- ✓ NFF Filtering and Management
- ✓ Return to Vendor Process
- ✓ DOA validation

## ON-SITE SERVICES

- ✓ Field installation Services
- ✓ Field repair/exchange & return
- ✓ Maintenance of installed devices

## REPAIRS EXECUTION

- ✓ Basic Repairs and device collection
- ✓ High Level/volume Repairs
- ✓ Performance testing & alignments

## ADDED VALUE SERVICES

- ✓ VIP and Special Customer Service
- ✓ Corporate Companies dedicated support
- ✓ Warranty Extensions service

## DEVICE CUSTOMIZATION

- ✓ Mass SW Updates
- ✓ Creation of Sales Bundles
- ✓ Specific Products Configuration

## LOGISTIC

- ✓ Warehouse operation services
- ✓ Custom Import Clearing
- ✓ Integrated Logistic
- ✓ Flow Management







# WEB SERVICES

...there is no bad time to innovate

The logo for G2 DUAL technology border, featuring a stylized 'G2' in blue and red, with 'DUAL' in red and 'technology border' in blue below it.

Service Portal

Username

Password

Login

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- Dedicated Service Portal for CC
- Claims management and RMA creation
- User friendly Dashboard
- Repair status e-mail alerts
- Remote Customer Data Upload and warranty validation
- Daily job monitoring and process control
- Track & Trace system
- E-commerce service (if requested)
- Partners Data exchange ready

A screenshot of a web dashboard. At the top, there is a horizontal timeline with four circular nodes. Below this, the dashboard is divided into several sections with blue headers. The left section contains a table with columns for 'ID', 'Name', 'Status', and 'Action'. The right section contains a table with columns for 'ID', 'Name', 'Status', and 'Action'. At the bottom, there are two more sections, each containing a table with columns for 'ID', 'Name', 'Status', and 'Action'. The dashboard is designed with a clean, professional look using blue and white colors.



## WHY G2 DUAL

...built a great service experience and create a great value to customers

### ONE PARTNER:

G2 Dual provide the requested services through its network, its internal structures and innovative methodologies; therefore, the customer does not have to worry about more organizations implement and manage different types of products

### ONE INTERFACE:

A single point of contact through which converge all issues related to post sales from both a technical and logistical. This makes it particularly easy to control



### ONE STANDARD:

G2Dual ensures compliance with service level agreements and standard given by the customers, by providing an efficient and professional service thanks to a constantly evolving organization and a well established methodology in time

### ONE QUALITY:

All Partners and the ITC organization have the necessary requirements and certificates of quality require to delivery all the services portfolio. Our technicians are carefully selected, skilled and undergo continuous trainings updates





## The new headquarters, an investment for the future



The new headquarters. Because even the work spaces, if well thought out and distributed, become tools for better management of work and help to keep the production standard in line with the needs of customers.

Modern and functional, with a photovoltaic system on the roof and advanced systems for a GREEN-oriented perspective, for energy and economic savings.

**The Laboratory, an open space designed to foster the mix of experiences and know-how of the technical staff, helping to increase their skills**





## The lab. Not just module swaps.



The experience and knowledge of the technicians combined with the advanced instrumentation allow G2Dual to carry out repairs both relating to the mechanics of the product and repairs to the electronic boards by searching for the fault and replacing the components

## The Lab: Lenovo Guarantees area



Since 2022, LENOVO's strategic partner for the provision of Warranties on Consumer products such as Tablets, Notebooks, Personal Computers, All in One.

- Over 100 repairs per day
- "Transparent" management of spare parts
- Logistics management in & out
- Out of Warranty: management oriented towards customer satisfaction and integrated into the same Warranty work process.



## The Lab: SDA-Poste Italiane Repair Area



In 2022 G2 Dual becomes part of the consortium **CONSORZIO SERVIZI ICT** to follow the repair activities in the laboratory of the SDA-Poste Italiane park.

The range of “specific” products managed such as specialized printers, check readers, banknote counters, barcode readers, etc. is vast, in addition to traditional office products such as PCs, Monitors, Printers, etc. Shipments to and from all SDA Express Courier territorial assistance hubs.

IT management of the order integrated with that of the customer.

G2 Dual with this partnership confirms its vocation to be one of the most important Electronic Repair Centers on the Italian scene.





## II CONSORZIO SERVIZI ICT

**PROGEM Engineering Srl**

**Design, Development and Assistance of specialized products in the banking and postal sector**

**ERDTECH Srl**

**On Site Technical Assistance and IMAC**

The different realities and capacities in the different working environments of 4 historical players of the Italian ICT scene united to offer technical assistance solutions increasingly in line with the market and able to satisfy the different types of customers.

**Refurbishing of Banking Products and Procurement of Spare Parts**

**B.P.R. Srl**

**Level II Repair Laboratory, Integrated Logistics Services, Product Procurement and Spare Parts**

**G2 DUAL Srl**



# G2 Dual Srl

A little bit of us

Thank you

