

Reverse Logistics

The Bell Techlogix Difference

Bell's objective is to create the ultimate end-user experience that directly results in decreased costs, increased customer retention, new revenue opportunities and improved operational efficiencies for small and mid-sized companies, as well as Fortune 500 companies. Bell focuses on enterprises that are regional and national in scope and excels in specific verticals such as Education. To accomplish this ambitious feat, Bell offers and closely manages a comprehensive set of Project Based and Managed Services resulting in Technology Solutions that deliver efficient, effective, and positive experiences to your customers and users.

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, HP, IBM, Microsoft and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. Our Technology Solution Suite assists IT Executives in planning for future growth while ensuring the optimized delivery of IT services, resulting in improved service levels and quantifiable cost savings.

Our Reverse Logistics Solution provides the following:

- **Significantly reduced transportation costs utilizing our centrally located Indianapolis depot;**
- **Improved efficiency and end-user satisfaction;**
- **Reduced transaction costs and improved ROI;**
- **Flexibility & speed of delivery drives productivity;**
- **Optimized value of products over the lifecycle;**
- **Improved security by ensuring the proper elimination of all data and information;**
- **Adherence to State and Federal Laws on disposal;**
- **Improved Quality Assurance through the early identification of product quality issues.**

The Bell Techlogix Reverse Logistics Solution:

Bell's expertise makes it a trusted partner for major corporations, including one global technology manufacturer who entrusts Bell to process the receiving, repair and refurbishment of its entire North American product line – processing 25,000 units per month.

Our portfolio offers industry leading aftermarket reverse logistics services to enterprise clients and leading OEMs. These scalable and customized services enable Bell's clients to recover the most value from their mature and emerging product lines.

Bell's comprehensive reverse logistics services stem from the company's vast experience in end-user customer service and technical support, as well as professional product repairs, parts management and logistics. Bell has the flexibility and capability to engage quickly in offering either distinct services or a fully integrated Reverse Logistics Solution:

- Returns and Warranty Management;
- Receiving, Sorting, Testing and Triage;
- Lifecycle Asset Management and Custom Reporting;
- Advanced Exchange, Kitting and Fulfillment Services;
- Depot, Repair, Refurbishing and Remarketing Services;
- Aftermarket Contact Center Support;
- Recycling and Disposal.

Why Leading Companies Choose Bell Techlogix:

- **Location:** centralized returns processing center strategically located in Indianapolis, IN, reduces costs;
- **Experience:** 25+ years delivering value-add solutions;
- **Flexibility:** the capability to customize and engage quickly;
- **References:** industry leading brands representing successful long-term engagements and short-term projects;
- **Scalability:** over 500,000 assets under management;
- **Visibility:** proprietary "Depot Works" application and custom reporting tracks assets through the entire process;
- **Capability:** to integrate into existing processes or to design and deliver fully integrated solutions;
- **Customer Satisfaction:** World Class Contact Center improves response, service levels and productivity;
- **Expertise:** 450+ certifications from industry leaders.

The bottom line is that our experienced RL experts have integrated our services seamlessly with our clients' processes or provided complete RL solutions that have saved millions of dollars, extended product lifecycles and optimized returns.