

## Customer pain points:

- High CAPEX/OPEX in Spare Parts Management
- Expensive and inefficient OEM
- High logistics costs
- Labor- and time-consuming supply chain
- Support for legacy networks
- Long turn-around-time
- Understock / overstock issues
- High no fault found rates
- Labor-intensive on-site installation
- Long service outages in roll-out and swap projects

## Customer requirements:

- Generate OPEX/CAPEX savings through reuse and resale of network assets
- Turnkey solution for equipment readiness and onsite installation
- Improved turn-around times
- Streamline processes to reach service level agreements
- Improve inventory to secure our customers stock
- Facilitate the upgrade of their networks

## Shields Solution according to the pain points:



A full portfolio of Off-Site Engineering Services enables to create a customized solution for our customers:

- Testing & No Fault Found Services
- Kitting & Staging
- Upgrade & Configuration Services
- Remote Support and Service

## Unique selling points:

- We understand multi-vendor equipment
- Technical capabilities to find alternative solutions. We genuinely 'think outside the box' for you
  - NFF screening, repair avoidance, asset management, sourcing channels
  - DOA rate <0.5%
- Efficient solution for (remote) testing purpose so no big investments/OPEX needed
  - Access to our BSC/RNC/EPC, enabling 2G/3G/4G testing in remote labs at minimal investments
- We are the best fitting complementary multi-vendor partner with the necessary telecoms and environmental certifications
- Our historical data combined with our market knowledge creates great solutions
- Detailed reporting available with full serial number tracking

## References:

