

Back to Base Services

A sound business decision



Back to Base Services Presentation

As the volume of field service and refurbishment increases, NCSS has established itself as a leader in the IT hardware repair business.

Head Office Repair Centre.

Set up in its own facility with 4200 SQM of workshop and storage space, the Component Repair facility is complementary to the rest of NCSS' business.

In offering this service, NCSS recognises that there are fewer competent repair facilities available in Australia.

The NCSS investment bolsters a limited service and offers current and new NCSS Clients greater service = availability.



In order to meet the client's needs, NCSS has invested in an industry standard Clean Room. This facility includes two Laminar Flow Benches with deionised air at the engineer's bench top.

Precautions have been established to complement this investment with appropriate processes to keep out inappropriate material that may contaminate items such as TFT screens.

Upon diagnosis of a faulty component, they are batched together with their appropriate traveller for bulk board repair.

The NCSS facilities offer high power discrete, Surface Mounted (SMD) and the latest techniques of Ball Gated Array (BGA) to satisfy the needs of even the most advanced mounting techniques.



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NCSS repair environments are quality controlled and equipped to meet HP and Apple repair standard requirements.

How can NCSS help?

- With a network of over 250 agents country wide NCSS is able to offer a pick-up/ drop off or mail in service from anywhere in Australia
- 95% of repairs are carried out locally by NCSS engineers or agents
- With a national network of warehouses, logistics & technical staff in key locations, a faster turnaround is experienced with the speedy delivery of parts

With offices in key positions on the eastern side of Australia and an established agent network in excess of 250, NCSS is placed as a premium provider of Back to Base repairs by providing state of the art facilities, in prime locations.

Enhancing these offices are industry certified engineers.

NCSS Facilities

Location	Facility Size
Prospect, NSW	4200 Sq M
Prospect, Site 2, NSW	1700 Sq M
Clayton, Victoria	900 Sq M
Brisbane, Queensland	600 Sq M
Canberra, ACT	100 Sq M
Hobart, Tasmania	200 Sq M
Launceston, Tasmania	55 Sq M
Burnie, Tasmania	30 Sq M

Computer Repairs

NCSS offers clients a laptop repair service for in warranty for the following range of equipment:

Authorised Service Provider



NCSS is also able to provide a repair, refurbishment or upgrade service for ALL out of warranty laptop & desktop hardware



Process

The whole NCSS closed loop process of repair and Quality checking is outlined below:

- When NCSS or our Agent receives the unit from the client a receipting document is produced citing all elements received and the condition of the screen, covers and carry case. This document also defines the NCSS terms and conditions.
- The Client and NCSS have now agreed the standard of cosmetic and appliances handed over to NCSS care. This simple procedure is captured in Catalyst (NCSS' Control System) and available for cross reference at any time. At receipt, NCSS also asks for BIOS and login passwords as well as establishing permission to reformat hard disks as necessary.
- In the event the unit is Out of Warranty and once the unit has been diagnosed by engineers, parts are identified.
- Upon approval, parts are ordered and installed to complete the repair.
- Once the repair is completed and the unit deemed operational, the unit is sent to a soak rack for standard 24 hour testing. During this test period, a diagnostic soaks all elements in basic DOS mode with rotating diagnostics to examine the repair in machine mode. Once completed, a suite of Windows diagnostics checks operation in the client environment. This routine is an optional delete function at the request of the client, but is highly recommended as it tends to identify difficult issues such as heat related problems and slow performance
- The diagnostics run by NCSS (Fix-it) are a commercial grade interrogation suite that not only test the basic hardware function but provide validation of all operation in a Windowing environment.
- NCSS believe that the combination of continuous testing and heat soaking ensures that the reported fault and any other hardware and software driver issue is addressed prior to leaving the repair centre.



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