

## Ease the Pain of End-of-Lease Returns

Image Microsystems is your trusted partner for reverse technology supply chain optimization. We are a leader in lease returns management solutions—exceeding our customers' needs since 1992. Our innovative technology solutions help companies both reduce costs and maximize recovery value by automating and executing the key business processes associated with lease returns. We help you optimize the returns process:

Reduce Costly Buy-Outs

Improve Return Volume

Reduce Reconfiguration Costs



### How much do lease returns cost you?

Reverse logistics is rapidly emerging as a core driver of competitive advantage and financial performance among technology leasing companies. End-of-lease management requires expertise across varying services, from logistics, to high level repair capabilities, parts support, and reconciliation management.

### Your bottom line needs a strong partner's support

Image Microsystems is the industry leading reverse logistics, refurbishment, and recycling services provider with two decades of experience managing enterprise and OEM product returns. Our systems are designed to expedite the management of product returns from end user to the leasing organization with consistent process controls and Web-based status visibility.

*Meeting our customers' unique requirements has been the cornerstone of our service delivery, with customization capabilities to meet the most stringent of requirements...*

### A strong partner is needed—and Image Microsystems is the one for the job

You need an expert to guide you through the intricacies and help you determine the best and most profitable process for managing lease returns. The way a company manages lease returns and interacts with customers during the process can have a profound impact on future business relationships—not to mention your bottom line. You gain a competitive advantage with the right partner and process.

## Customized lease returns services

- Consultation
- Audit
- De-Installation
- Web-based Intake Processing
- Packing
- Bar Coded Asset Tracking
- Shipping
- Receipt Audit
- Functionality Testing
- Repair Cost Analysis
- Parts Sourcing
- Repair/Refurbishment
- Data and Proprietary Information Removal
- Re-Configuration
- Cleaning and Touch-Up
- Custom Packing
- Warehousing
- Failed Part Recycling
- Live WIP Monitoring
- Disposition Reporting

## Superior service

- Web based tracking and management systems to assure complete traceability of all assets
- Removal of all proprietary information such as Asset Tags and DoD standard data erasure
- Functional products not meeting return requirements can be remarketed through Image Microsystems' reseller network
- Non-functional equipment disposed of in an environmentally responsible manner in line with our R2 certification standards
- Scrap plastic is given new life as MicroStrate™ substrate and regulatory signage



## Image Microsystems is the right partner

When you use a third party for lease returns management, you are really entrusting your brand to them. So, you need to be certain there is no possible way your partner could tarnish your brand's hard-earned reputation. You need a company with a long history of quality and secure service. Image Microsystems is the right partner!

- Established in 1992
- Over 400,000 square feet of facilities
- Locations in California, Texas, and Ohio provide nationwide coverage
- Our experienced ASP certified Depot Repair group handles laptop, desktop, server, game console, cell phone, and iPod/MP3 repair for numerous major retailers nationwide



- R2, ISO 9001:2008, ISO 14001:2004, and OHSAS 18001:2007 certified
- Certified Department of Defense 5220.22M compliant 4 pass data cleansing of all hard drive information, ensures total regulatory compliance
- Our **Certificate of Open Indemnification** eliminates any risks or liabilities to your company—we assume all liability for total data destruction.
- Zero landfill and no overseas dumping policies



## Turn to Image Microsystems for end-of-lease returns management!

**Call or e-mail us today for your complimentary lease returns process audit. Find out how Image Microsystems can improve your lease returns process—and your bottom line!**

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