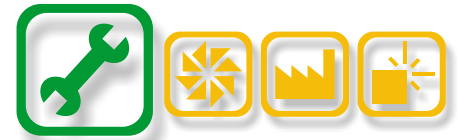




European Repair & Warranty Services



Invec Solutions provides a comprehensive, fully integrated solution for product repair and warranty services. Our repair process, customer contact centre and logistics partners are all linked and controlled by our web based 'Viper' warranty management system. This unique internet based solution allows our customers to view repair status and stock information, using a web-browser, 24/7, from anywhere in the world.

Invec offers our customers:

- Highly experienced and qualified staff
- Modern, secure, well equipped workshop and warehouse
- Class-leading, web-based 'Viper' management system
- Partnerships with leading logistics companies
- A single source European service network

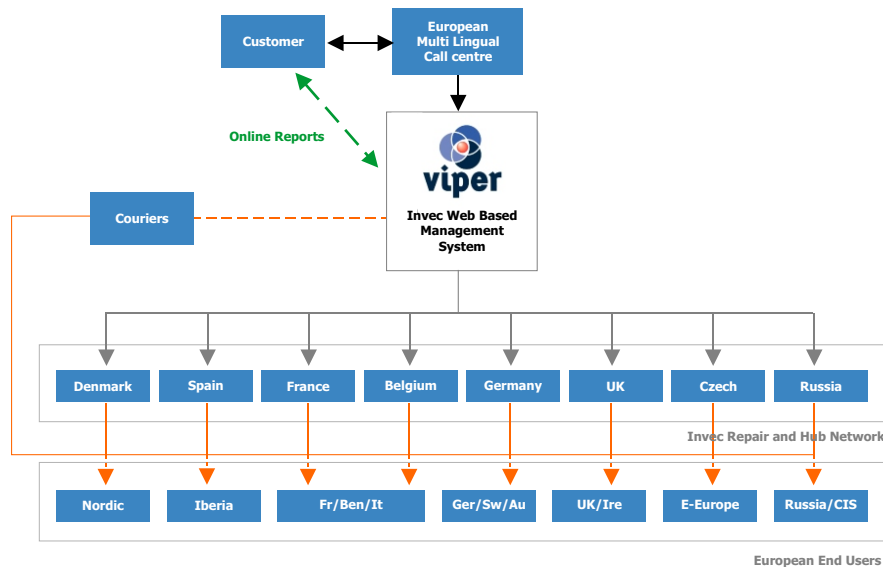


Integrated Repair and Logistics

Invec's repair technicians have many years' experience of diagnosis; modular and component level repairs; and refurbishment of a wide range of electronic products:

- Displays (LCD, CRT & plasma monitors and TVs, projectors)
- IT Hardware (PCs, notebooks and peripherals)
- Consumer Electronics (DVD, home cinema, set-top boxes...)

We also carry out batch reworks, allowing the customer to react quickly to product defects or changes in product demand.



Single Source European Network

To provide major efficiency savings across Europe, Invec can offer a single source solution for repair and warranty services. In addition to our repair facilities in the UK, we utilise a network of approved service providers across Europe, with all activity being centrally managed through the 'Viper' system. Invec operates a UK call handling centre and works closely with a leading provider to offer full multi-lingual customer contact support across Europe. We understand the marketing importance of providing the end-user with seamless and effective support when a problem with their product does occur.

Invec works with a network of leading international logistics companies to support a full range of warranty and out-of-warranty logistics options:

- Return to base
- Collect and return
- Advance exchange
- On-site modular repair

We control exchange and defective stock to serial number level, both within our workshop and warehouse, and in-transit to and from the end user.

Invec offers a high quality, innovative, cost effective approach to repair and warranty service provision, where the needs of the customer are top priority.

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Part Supply e-Management

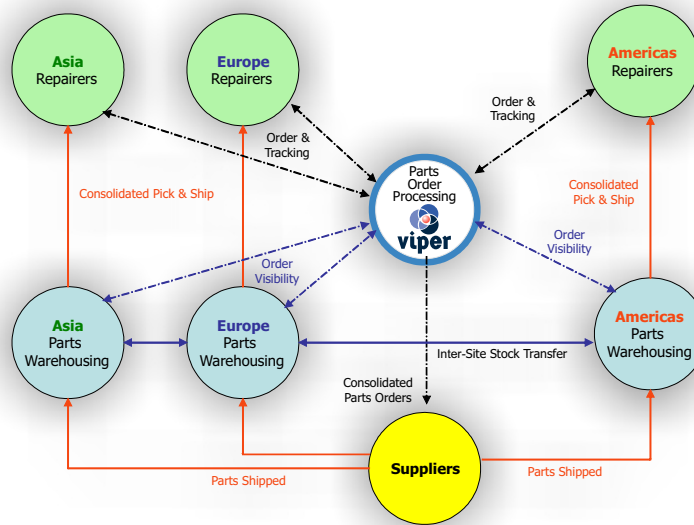


Invec Solutions provides a fully integrated solution for parts supply management. We utilise our experience and capabilities supported by our web based 'Viper' materials management system, to manage business critical parts supply issues effectively. This unique internet based solution allows both customers and suppliers to view a part or product supply pipeline, using a web-browser, 24/7, from anywhere in the world.

Global or Local Service

Invec can provide our parts supply e-management service on a worldwide, regional or single country basis, either as a stand-alone service or integrated with our Repair and Warranty services:

- Hold and manage parts stock in Invec's (or 3rd party) warehouses.
- Provide on-line (plus phone, email or fax) ordering that allows all parts customers to order and view the progress of their order.
- Order parts on-line or by email from vendors and track order fulfilment.
- Receive parts shipments from vendors and ship parts orders to customers.
- Manage parts for new and end-of-life products.
- Provide online and periodic reporting of parts availability and vendor performance.



Improved Service and Reduced Cost

Invec's approach offers significant benefits in terms of cost, quality of service and customer satisfaction, including:

- Improved parts availability
- Reduced repair turnaround times
- Reduced buffer stock requirements.
- Reduced end of life and obsolete stock.
- Audit trail of vendors' failure to supply (FTS) spare parts.
- Reduced customer waiting times.
- Lower administration costs.
- Control of parts usage for in-warranty repairs

Where parts are supplied to a network of repairers, Invec can also:

- Manage spare parts inventory at each customer.
- Cross-refer spare parts used for repairs against RMA reference.
- Provide reverse logistics processes for centrally repaired parts.
- Provide ECN management.
- Manage buffer stock inventory at each repairer.
- Manage spare parts transfer between repairers.

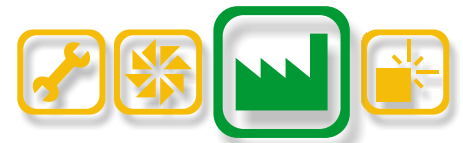
Invec offers a fresh approach to parts supply management which puts the customer in control.

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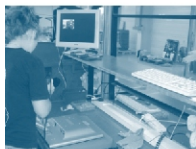
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Product Assembly & Configuration



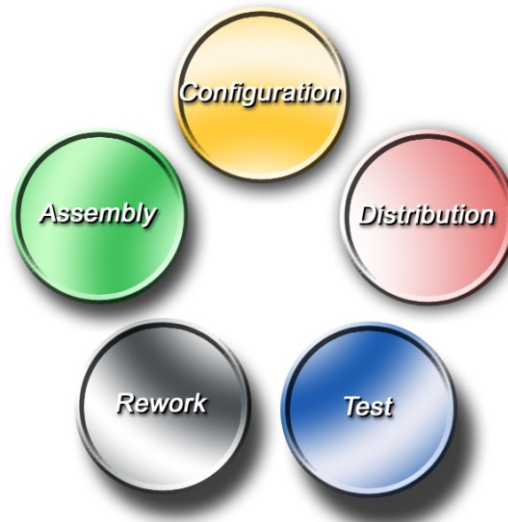
Invec Solutions provides product assembly, configuration, test, rework and distribution services for a wide range of information technology and consumer electronics products. We control all activity using our web based 'Viper' management system. This unique internet based solution allows our customers to view stock and order progress information, using a web-browser, 24/7, from anywhere in the world.



Hardware and Software User Ready

This allows Invec to provide solutions for:

- Product assembly and testing
- EU assembly to minimise import duties
- Local market configuration
- Software installation
- Customer specific configuration "Just Switch On"
- Rework of product defects or to meet changes in product demand
- Refurbishment of product to "as new"



Invec offers our customers:

- Highly experienced and qualified staff
- Modern, secure, well equipped workshop and warehouse
- Class-leading, web-based 'Viper' management system
- Partnerships with leading logistics companies
- A single source for product assembly, distribution and service

Invec technicians have experience of assembly, configuration and test of a wide range of electronic products:

- Displays (LCD, CRT & plasma monitors and TVs, projectors)
- IT Hardware (PCs, notebooks and peripherals)
- Consumer Electronics (DVD, home cinema, set-top boxes...)

Integrating Assembly, Logistics and Service

Invec works with a network of leading international logistics companies to support a range of distribution options; direct to end customer, to distributors and dealers, or to country hubs. We control all stock to serial number level, both within our warehouse, and in-transit to the customer. If we ship direct to the end user, we can record customer and unit information at the earliest possible point, simplifying future after-sales service.

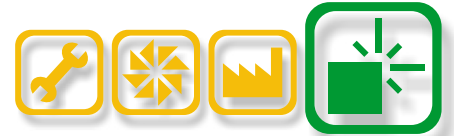
Invec offers a high quality, cost effective approach to product assembly and configuration, which can be fully integrated with warranty service support, where the needs of the customer are top priority.

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Managed Solutions

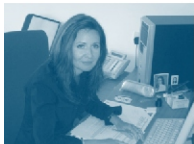


Every successful business grows by providing its unique product or service more effectively than its competitors. As a company continues to grow, it must provide more complex support services for its core business. Invec Solutions specialises in providing dedicated outsourcing solutions to fit your requirements, allowing you to focus on growing and improving your core activities.

Regain Focus



At Invec, we work closely with customers to provide and continually improve dedicated solutions, from customised online systems to enhance visibility and management of your activities, through to fully managed warehousing, service, assembly and logistics services.



Modular Solutions

Invec's Viper management system can be tailored to meet each customer's specific requirements and fully integrated with customer systems to provide automatic updates. Base modules in the Viper system include:

- Customer contact centre
- Warranty management
- Product exchange/return processes
- Service management & data collection
- Assembly management and data collection
- Multi site stock control
- Full supply chain control
- Logistics controls and tracking
- Comprehensive real time reporting

With headquarters facilities in the UK and a strong network of service and logistics partners across Europe, Invec Solutions can offer a wide range of integrated solutions, all controlled using our web based 'Viper' management system. This unique internet based solution allows our customers to interact with the system, using a web-browser, 24/7, from anywhere in the world.

Invec can offer complete or partial dedicated solutions including:

- Experienced and qualified personnel
- Warehouse, workshop and office facilities
- Dedicated software systems
- Integrated logistics
- Comprehensive monitoring and management
- Tailored customer reporting

Leveraging Information

Invec recognises that information is critical to providing a high quality of service. By making a significant investment in developing a unique and comprehensive integrated web based management system for all services which we provide, offerings, Invec is able to provide singularly innovative solutions for all its customers.

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