

Case Study:

Infocus Corporation

InFocus

Audiovisual products company streamlines its nationwide operations by outsourcing repair services.

Challenge

In 2009, InFocus, a leading audiovisual product company, wanted to put emphasis on new product development and less on directly managing product-related services. Their challenge was finding a reliable partner that could effectively manage all major pieces of their service operations across products and markets.

“It was important that we find a partner that would help minimize overhead and cut aftermarket inefficiencies.”

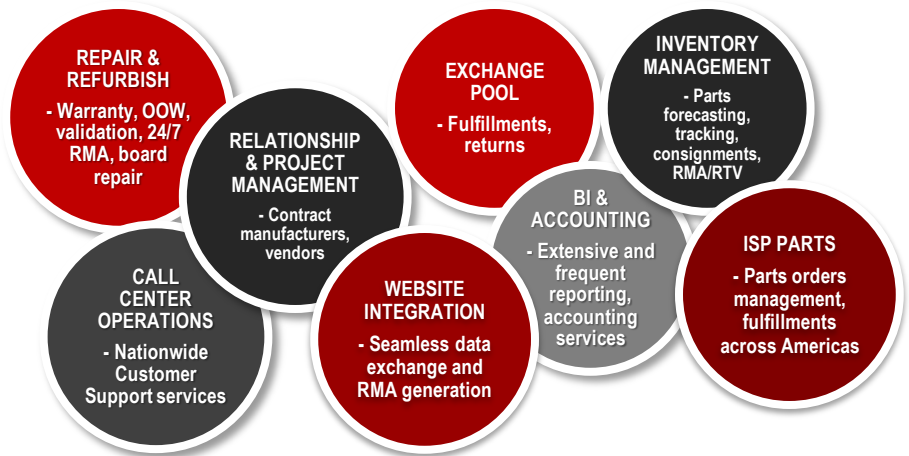
- Infocus Corp.

Solution

Mendtronix was selected in 2010 to provide all the services InFocus required, from warranty and out of warranty repair and validation, to website integration and vendor management. Mendtronix designed an end-to-end service strategy that included its strategically placed repair centers and call center operations.

“Mendtronix’s end-to-end solutions were centric to upholding the highest levels of service.”

- InFocus Corp.



- Optimized Efficiency
- Improved ROI
- Reduced Costs
- Minimized Downtime

Results

Mendtronix worked with InFocus to successfully integrate all the frameworks needed for the execution of the entire range of services, and within only a few months MTI achieved the target milestones. As InFocus’ preferred national ASC, Mendtronix proved to continually exceed customer expectations and greatly improved overall aftermarket efficiency.

About Mendtronix

Mendtronix offers a full suite of support services ranging from reverse logistics, distribution and parts management to factory repair and refurbishments. With over 15 years of experience in the AV industry, the company has serviced more projectors than any other company and supports a wide range of electronics and digital signage products such as interactive flat panel displays, LCDs and PCs.

About InFocus Corp.

InFocus leads with creative solutions for successful visual collaboration in large venues, conference rooms, classrooms and workstations throughout the world. In 2011, the company created the Mondopad, a giant touch PC/tablet hybrid that makes content more immersive, audiences more involved and every interaction more engaging, as it brings together all of the collaboration tools people need to visually present, capture and share ideas.