

An iceberg floating in the ocean, with the tip above water and a much larger, jagged mass submerged below. The background is a clear blue sky with a few clouds.

# Hardware Repair Services

**Technical experts  
in telecom,  
IT & networking  
and optical  
transmission repair.**

**Repairs, prestaging & logistics for the telecommunications & IT industry**



**MULTIMESSAGE**

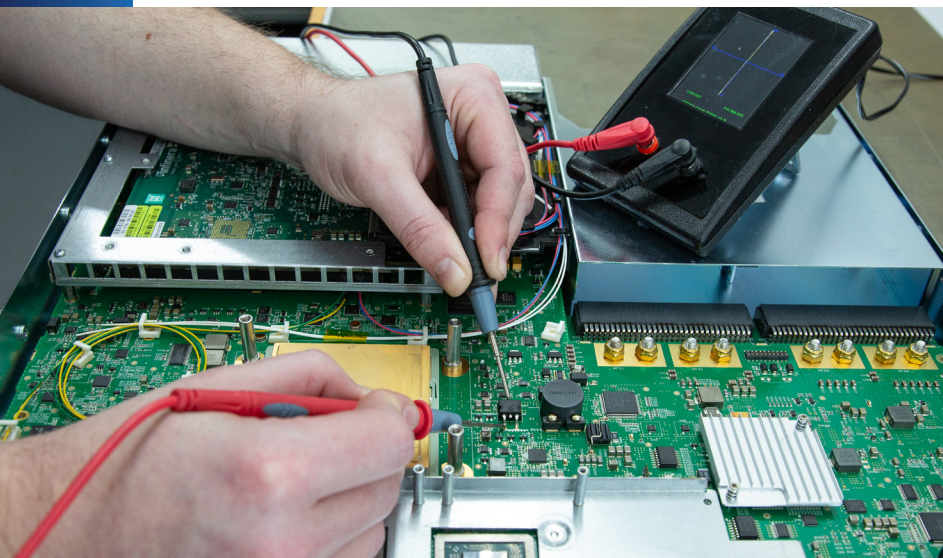
Enhancing Operational Efficiencies



# Extend the lifespan of equipment through repair

## Why repair equipment?

Prolonging the lifespan of electronic equipment using Multimessage professional repair service is a sustainable alternative to replacing faulty equipment. It reduces electronic waste and also creates commercial savings. All Multimessage repairs have a 12 month warranty.



## Hardware lifecycle

Hardware repair is just one aspect of our **‘Hardware lifecycle services’**; ensuring we support the full product lifecycle and enabling partners to be more efficient and sustainable. Multimessage is ISO14001 certified for our environmental management systems.

*Low BER rate, average 5-7 day turn around.*

# Your one-stop shop for telecom, IT & networking and optical transmission repairs.

## Commercial savings

Utilising Multimessage repair capabilities, channel partners can maintain company or end customer assets at a fraction of the cost of replacing faulty equipment or using the OEM repair process.

## Sustainability benefits

The repair of faulty equipment is a key part of the circular economy. It is essential we extend the lifespan of products within the telecommunications industry, spreading its carbon footprint over a greater period of time rather than having new products manufactured using valuable resources.

## Why Multimessage?

The quality of our services is our USP. Our technical expertise, thorough testing and repair capabilities, is unique within our field. Partners use Multimessage with confidence, knowing all equipment repaired by Multimessage is tested under 'load' to ensure it's fully functional following repair. Our repair process is ISO9001 certified ensuring quality is maintained.

## Technical capabilities

Our specialist technical engineers have the capabilities to repair any electronic equipment. Multimessage specialises in component level repair of telecoms, IT, networking and optical transmission equipment. Working closely with our partners to support their evolving requirements we are constantly adding new products and test systems to our repair capabilities. Multimessage is a leader in the telecommunications services industry, with a long history of innovative solutions for our partners.

## Manufacturers supported

Our repair capabilities are endless and spans thousands of parts codes across the full spectrum of vendors; ranging from desk and dect handsets to switches, routers, power supplies and optical transmission equipment transmitting 1.2Tb/s.

Summary of common (but not all) vendor repairs listed below:

- |            |             |              |            |
|------------|-------------|--------------|------------|
| • Adva,    | • Cisco,    | • Juniper,   | • Siemens, |
| • Alcatel- | • ELG,      | • Lenovo,    | • Unify,   |
| Lucent,    | • Emerson,  | • Mitel,     | • Yealink. |
| • Avaya,   | • Extreme,  | • Microsoft, |            |
| • Ascom,   | • HPE,      | • Nokia,     |            |
| • Ciena,   | • Infinera, | • Poly,      |            |

## Partner feedback

Their service is outstanding, providing fast turnaround for both in-warranty and out of warranty repairs. Partnering with Multimessage means we can concentrate on new sales and support, knowing that handling of warranty and repairs is being professionally managed.

**TIM B**  
PRAGMA



Contact our team today:

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+44 (0) 1707644480

[www.multimessage.co.uk](http://www.multimessage.co.uk)



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