

Service Lifecycle Solutions

For Complex Technologies



Engineering, Manufacturing, & Repair Services



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The DEX difference: Reverse engineering expertise & software systems coupled with one of the largest logistics providers in the world allows us to be anywhere in the world you need us to be. With 30+ years of experience, faster turnaround times, expert engineers and technicians, and ISO certifications 9001:2000, 13485:2003, 14001, DEX can decrease your downtime and improve your bottom line. Whether you are looking for a specific repair & logistics solution, parts procurement options, product reverse engineering and systems analysis, or after sales supply chain software solutions, DEX is your source for everything after sales.



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DEX European Headquarters
IDA Business & Technology Park
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Solutions

Repair Services & Logistics

- Returns Management
- Repair
- Remanufacturing
- Contract Manufacturing
- Advanced Exchange
- Warehousing & Distribution
- Pick, Pack & Ship
- Warranty Support
- Call Centers
- Transportation
- Field Service

Parts Procurement & Asset Recovery

- Global Part Sourcing
- Life-Cycle Management
- Core Return Program
- Revenue Sharing

Professional Services

- Supply Chain Consulting
- Reverse Engineering
- Software Engineering
- Systems Analysis
- Project Implementation
- Project Management

After Sales Supply Chain Software

- Returns Management
- Technical Services
- Warehouse Management
- Remarketing
- Forecasting & Planning



Medical Services

Repair, Parts, Testing & Reverse Engineering

DEX provides repair & logistics, parts, and reverse engineering solutions and services designed specifically to reduce your costs and decrease failure rates as well as streamline after sales supply chain operations. Providing best-in-class, industry leading healthcare technology repair services to Fortune 500 companies globally for more than 30 years has allowed DEX to expand operations worldwide and pass on cost savings to you and your customers. DEX is ISO certified 9001:2000, 13485:2003, 14001, and warranties quality on all repair and parts services. Get the right prescription that guarantees the right results and top-level customer satisfaction.



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Equipment Serviced

Anesthesia Delivery
Computed Tomography
Diagnostic ECG
Image Guided Systems
MRI
Mammography
Molecular Imaging
Nuclear Medicine
Patient Monitoring
PET/CT
Radiography
Respiratory
Surgical Imaging
Ultrasound



Renewable Energy Services

Increasing Annual Average Availability

DEX provides repair & logistics, parts, and reverse engineering solutions and services designed specifically to increase mean time between failures (MTBF) and mean time to repair (MTTR). With an average MTTR from 10-14 days, DEX increases your availability and profitability. Over the past 30+ years DEX has provided Fortune 500 companies worldwide with cutting edge repair services and solutions that greatly minimize wind turbine operation and maintenance costs. DEX is ISO certified 9001:2000, 13485:2003, 14001, and warrants quality on all repair and parts services. Protect against turbine failures and increase your availability factor with DEX Renewable Energy Services!



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Components Serviced

IGBT Converters

(Air/Water Cooled)

Line/Rotor IGBT Converter Kit

SEG IGBT Converter Rack

Matrix Inverter Systems

- Xantrex GE & Clipper

Power Controls Boards

AEAA Control Board

AEBI Control Board

MACC Card

AEPA Control Board

AEPC Control Board

WET A/B/C Control Boards

AEAD Control Board

Power Converters

SSB Pitch/Positioning Controller

Power/Hub Converter

Other Equipment

AEPS Power Supplies

Battery Chargers

Analog & Digital I/O

SSB Pitch Thyristor

SKIPP Modules

Encoders

UPS



Professional Services

Precise Solutions That Fit Your Business

DEX possesses the expertise to explore, evaluate, and design the right solution for your exact needs. Whether it's a services, software or parts procurement solution you require, our Global Team has the industry knowledge to recommend & implement the solution that provides your company with the competitive advantage necessary to succeed.

Supply Chain Design, Reverse Engineering, & Systems Experts

Supply Chain Design Consulting

Years of experience in after sales design flows, implementation, and execution, including but not limited to call center and field service integration, aftermarket services, and asset recovery, enables us to provide superior supply chain solutions customized to your specific needs. We focus on making your processes as streamlined as possible, helping reduce costs and boost your bottom line.



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Solutions

Supply Chain Consulting

Reverse Engineering

Software Engineering

Systems Analysis

Project Implementation

Project Management

Reverse Engineering

Sometimes component parts required for repair are not readily available and repair documentation, schematics, or procedures do not exist. Our staff of highly qualified engineers with specialties in electronic, mechanical, process, and quality engineering allow DEX to provide concise and accurate repair procedures for quick turnaround of repaired parts.

Project Implementation

DEX establishes a process of assessment, identification, and implementation, guaranteeing that your team and DEX will partner to create the right project implementation solution for your business.

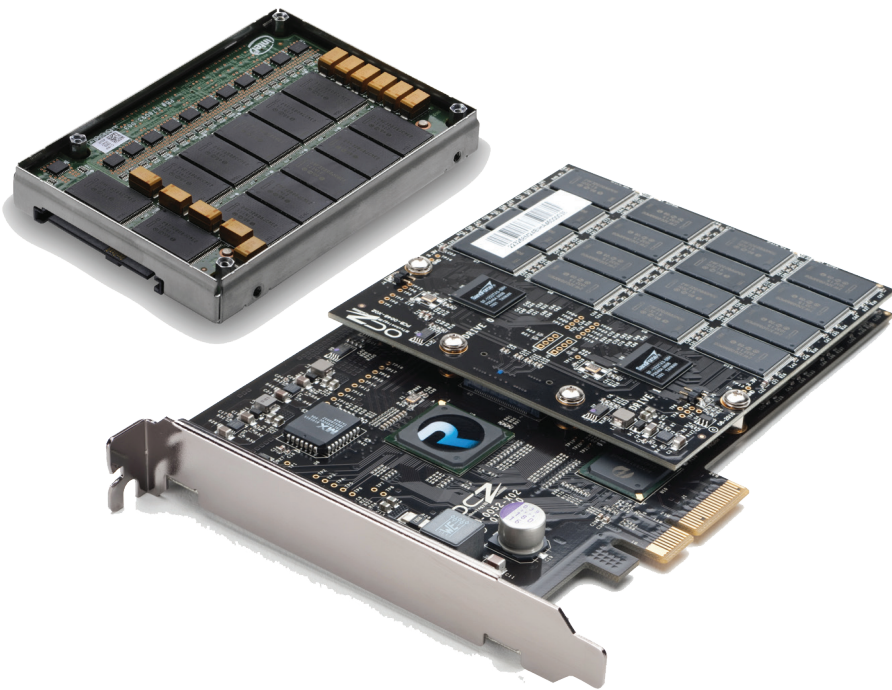


Parts Procurement

Tested & Certified To Meet
Your Requirements

DEX's global procurement services are composed of a unique blend of infrastructures, systems, processes, and experienced teams. With more than three decades of parts sales expertise, DEX is an authority in sourcing hard-to-find or out of production parts in a variety of industries. DEX also has extensive experience in life cycle management and end-of-life support, as well as established relationships with worldwide OEMs and ODMs.

**Improve Fill Rates &
Decrease Cycle Times
Without Sacrificing Quality**



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Sourcing Services

Global Part Sourcing

DEX has established deep, trusted, long-term supply channels throughout America, Europe, and Asia. With a global team dedicated to sourcing hard-to-find parts at the lowest possible prices, DEX locates products closest to the source, keeping acquisition costs low, passing the savings on to our customer base.

Strategic Account Management

Increasing customer satisfaction, providing parts when and where you need them at the best possible rates, reducing your risk, and increasing management control is what DEX's dedicated account representatives do best. Here at DEX we pride ourselves on providing you with the highest quality parts, screened and tested in our ISO certified facilities, to ensure you get the part or service you are looking for guaranteed.

Core Return Program

DEX Core Return discounts allow you to recycle your defective product for repaired product and save. When you purchase product from DEX and you return your defective product (core), you receive a credit of 6% or more. Core credits are determined by product type and part number.



Hi-Tech Repair & Logistics

Cost Effective Repair For Your Technology

DEX offers a variety of after sales repair & logistics solutions that can significantly decrease your downtime. Faster turnaround times, expert engineers and technicians, ISO certification ISO 9001:2000, 13485:2003, 14001, all bundled with additional cost savings, makes DEX the clear choice to handle all your repair & logistics requirements worldwide.

Reverse Engineering Expertise & Software Systems Is What Makes DEX Different

Repair Solutions That Work

DEX's experience plays an integral role in exceeding service requirements while minimizing costs, giving clients the necessary competitive advantage to succeed. DEX's customized, fully integrated repair solutions easily adapt to each client's strategic and tactical business requirements.



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Repair & Logistics Services

Returns Management
Depot Repair
Asset Recovery
Remanufacturing
Contract Manufacturing
Advanced Exchange
Warehousing & Distribution
Pick, Pack & Ship
Warranty Support
Call Centers
Transportation
Field Service

Capabilities

DEX provides reverse engineering solutions for products when component parts required for repair are not readily available or when test procedures and schematics documentation do not exist to create a repair process.

Certifications

DEX maintains ISO 9001:2000, 13485:2003, 14001 certifications with all DEX facilities practicing Six Sigma methodologies. ISO is a family of standards for quality management systems that require the demonstration of continuous improvement.



Complete After Sales Services Support

Streamlining Your Supply Chain While Reducing Cost

DEX's Integrated After Sales Solutions simplify customers' complex aftermarket services, streamlines their operations, and achieves sustainable gains in both product lifecycle cost efficiency and continued customer satisfaction. By integrating additional after sales services DEX provides you with an entire solution to manage your after sales supply chain .

DEX's uniqueness does not only stem from our agility, speed and performance it resonates from within our highly skilled people, partnerships and perseverance in continued customer satisfaction. DEX can provide you with after sales solution anywhere in the world quickly and efficiently. Experience the DEX difference and simplify your after sales supply chain.



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Solutions

Call Center
Field Service
Transportation
Distribution
Warehousing
Service Parts Logistics (SPL)
Labeling and Tagging
Customs Compliance
Consolidation/Deconsolidation
E-Fulfillment
Logistics Provider Services
Environmental Compliance
Assembly and Co-Packing
Re-Work/Re-Packing
Assembly/Configuration
Kitting/Pre-Assembly
Sequencing/Line Feeding
Packaging Services
QA/QC Control

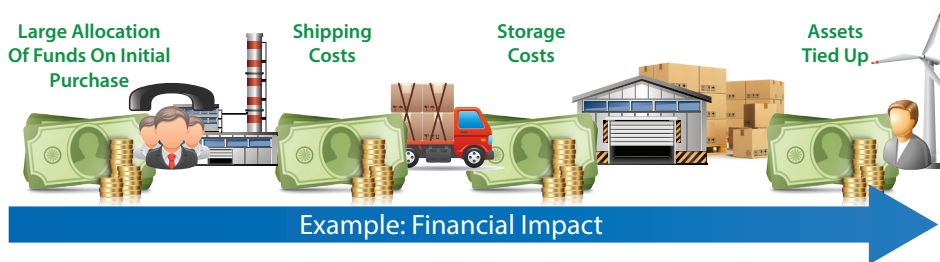


End-of-Life Product Management

Service Lifecycle Solutions For Complex Technologies

DEX EOL manufacturing provides our customers with options, options that they may not have had when purchasing the product or if the product is currently obsolete. DEX can manufacture a product through the reverse-engineering process and provide a steady product flow to the customer on an as needed basis. This not only applies to product manufacturing but also the fulfillment of custom system builds. We identify the parts, source or manufacture the specific components and assemble the product. Need an upgrade to increase system longevity? DEX can provide reverse-engineering services coupled with upgraded components that prolong a products lifespan. By choosing DEX to handle your EOL product management you build a relationship with an innovative solution provider that can manufacture and support your product lines indefinitely.

Product EOL - Last Time Buy



Services

- EOL Manufacturing
- Contract Manufacturing
- Remanufacturing
- Product Design & Development
- Assemblies & Upgrades
- Reverse Engineering
- Test Development
- Failure Analysis & Reliability

Benefits

- Extend Product Longevity
- Purchase As Needed
- Decreased Minimum Quantity
- Increased Product Availability
- Lower Upfront
- Reduce Long-Term Costs
- Diminish Stocking Fees
- Reduce Shipping Costs
- Free-Up Financial Resources



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