

Company Presentation



Jan 2009

Agenda



- ✓ **The Company**
- ✓ **Vision**
- ✓ **Mission**
- ✓ **Organization**
- ✓ **Business Model**
- ✓ **Organizational Chart**
- ✓ **Infrastructure**
- ✓ **Offer**
- ✓ **Products**
- ✓ **Services**
- ✓ **Process**
- ✓ **Contact Us**

The Company



The global success of GSM and CDMA has attracted a wide variety of subscriber in diverse backgrounds to the networks. This wide acceptance puts GSM handsets into the world's first market for cellular phone service and handsets. The mass market makes GSM/CDMA handsets something of commodity , and forces sector operators like us to respond to the expectations of a mass market: extremely reliable, easy to use and supported by qualified and responsive service,

McDorsey Service Company Limited is a company with strong technical experience in engineering , developing, implementing and managing solution in servicing and repairing high-tech electronic equipment like GSM & CDMA handsets, Palmtops , Laptops and affiliated devices

McDorsey operates workshops equipped with all standard technical infrastructure.

Vision



“In a market which is continuously searching for efficiency in technical services, the focus is on organization which are able to assure these values together with the capability to understand and satisfy end-user needs”

Mission



- Building an excellent reputation in the after sales support industry
- Providing fast and effective services
- Maintaining a realistic and competitive pricing structure
- Commitment to friendly and efficient customer service and support
- Possessing the very latest test equipment and training
- Ensuring the highest quality repairs

Organization



The fundamental objective and directive principle of the McDorsey Service Company Limited is to partner with organizations to provide world class mobile phone repair facilities to the hundred of thousand of mobile phone users who span the length and breath of Nigeria.

McDorsey service Company has identified the existence of great business opportunities in offering premium repair facilities to the teeming mobile phone users. Our services are delivered with unequalled professionalism and the highest customer service culture found anywhere in the worlds.

McDorsey Service Company Limited operates some of the most technologically advanced fault detecting equipment in the country and our core technical staff have trained in environments that have many years of experience in GSM and CDMA devices fault detection and management. McDorsey Service Company Limited is under the management of individuals with professional backgrounds in telecommunications and Information Technology with technical support from both India and Austria. We utilize only original spare parts as stipulated in our Service Level Agreements with the manufacturers.



The management of our operations is subject to an advanced Process Flow Management Software, which streamlines our operations and positions the company to manage whatever volume of devices that passes through our repair centres from any where in the country. Thus increasing our service delivery levels.

Authorized Service Partner



- **Motorola Nigeria Limited.**
- **Samsung Electronics Nigeria Limited**
- **Starcomm's Nigeria Limited**
- **ZTE Nigeria Limited**
- **Huawei Technologies Co., Nig Ltd**
- **Qingdao Haier Telecom Co., Ltd China**
- **Hisense Imp. & Exp Co., Ltd China**
- **Globacom Limited**
- **Meridian Group Nigeria**
- **Delta Networks Singapore**
- **Haier Paterson Zochonis Ltd**
- **Psitek Limited South Africa**
- **Visafone Nigeria Limited**

Business Model



CORE BUSINESS: Service of GSM/CDMA Handsets
Multi-brand service

COLLECTING POINTs

SERVICE FACTORY

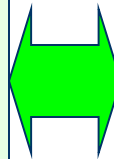
Point of collection Covering all territory

Strategic locations

Statistics

Direct Relation with customers

*Point of Collection is certificated (preliminary audit)
by McDorsey (with specific agreement)*



Services Large Volume

Complex Repairs (Levels 1 to 4)

New Generation technical equipments

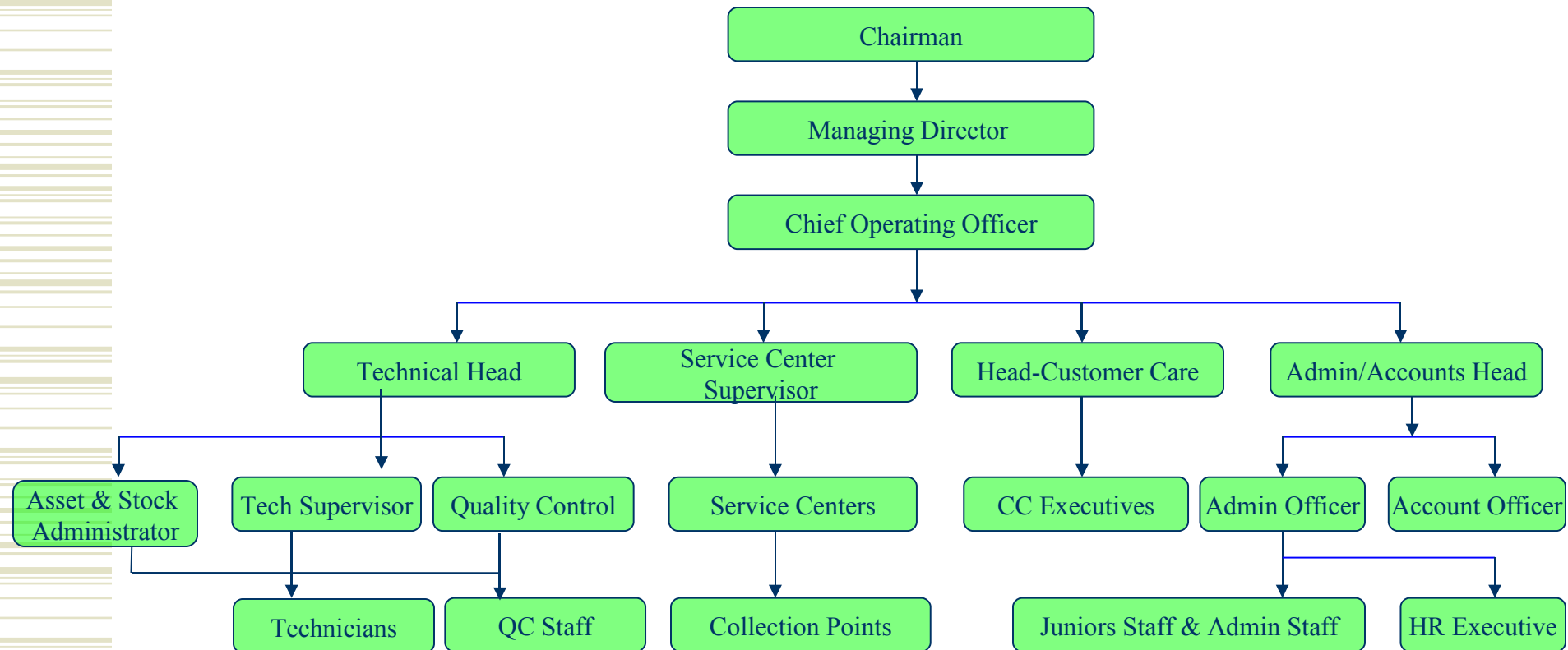
ESD Protected

Highly trained Technicians

Organizational Chart



Management



Infrastructure



Direct Structure

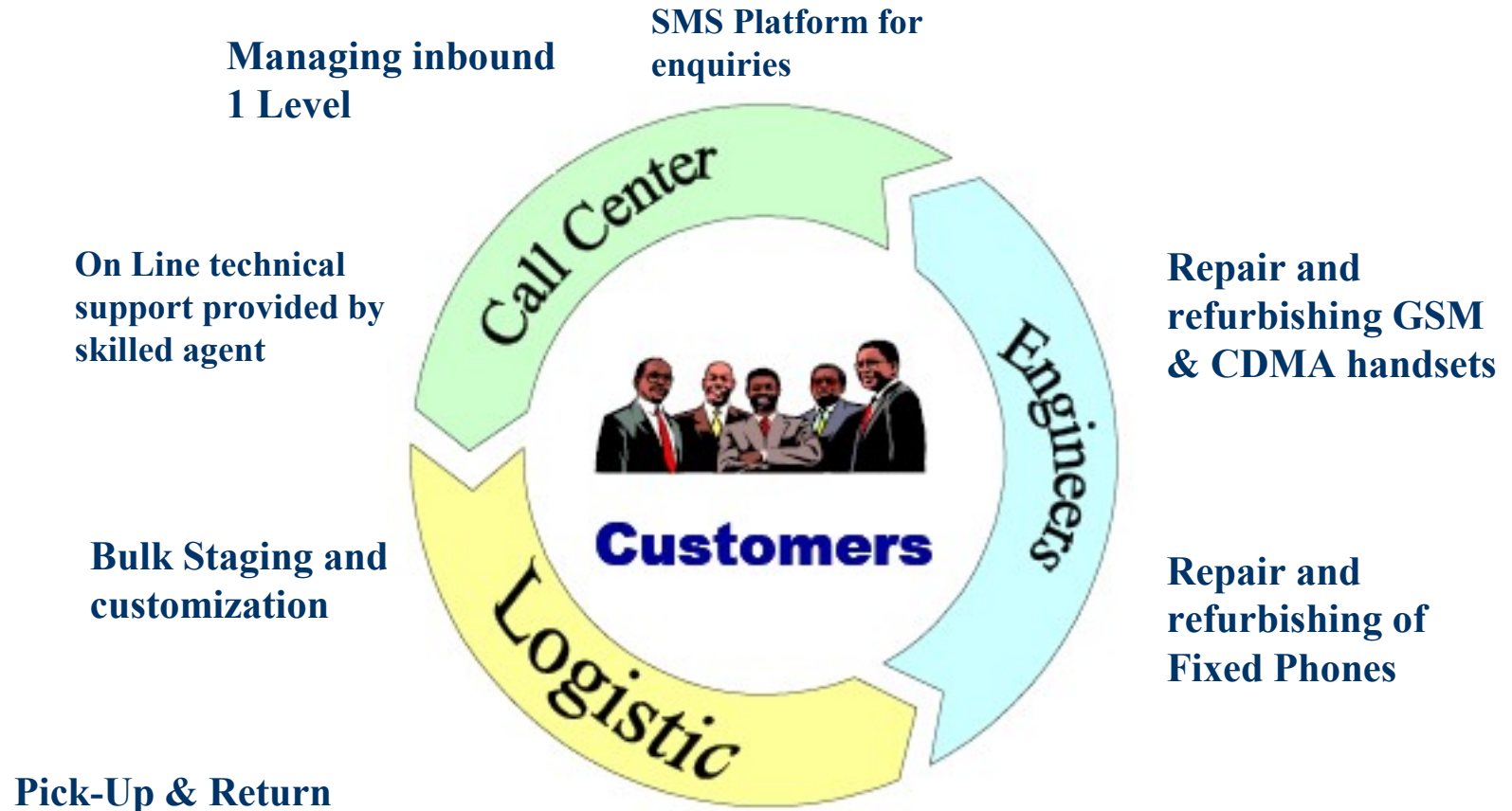
- 84 Direct Employees
- 46 Indirect Employees
- 60 sq.m workshop equipped with ESD protections
- **25 Service Centers Nationwide Exclusive for Operators.**
- **46 Collection Points with Pick & Drop Facility.**
- Instrumentation and technical equipment with elevated technological content
- Centralized help desk
- Warehouse containing spare parts , buffer stock for swap units located in protected area



Indirect Structure

McDorsey has a consolidated network of 46 pick-up point covering the whole Nigerian Territory

Offer



Products



- Mobiles :
 - ✓ CDMA
 - ✓ GSM
 - ✓ Data Cards and USB Modems
- Laptops
- Mobile Phone Accessories



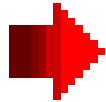
Services



- Repair Hub
- Operator Services
- Product Analysis
- Field Test Services
- Logistics
- Warranty Services
- Training Facilities
- Electrical Services



Process organization with Collection Points



End User (Customer) has a faulty handset



End User (Customer) contact the call center



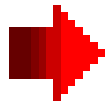
Call center indicates to bring the products to a point of collection



Point of collection send the products to McDorsey Center by primary courier



Process organization with CDMA operator



End User (Customer) has a faulty handset



End User contact the call center



Call center indicates to bring the product to a CDMA operators shop



McDorsey L1-L2 technician in CDMA Operator shop repairs/replace the handset within 24 hours TAT and send the defectives to HQ for high level repairs



Plus Points



- Strong capabilities in managing solution providing processes
- Fast reactivity on market needs and continues efforts in searching for solutions and processes to improve service quality
- Strong capabilities in managing solution providing processes
- **Repair Capacity : 20,000 Units**
- Methodologies and instruments to check and improve customer satisfaction
- **Direct Structure with more than 45 Engineers**
- Technical Help Desk with a strong focus on “problem solving”
- Highly developed information system providing on line reporting and Web visibility
- Fast efficient and effective centralized logistics service
- High quality equipments and factory trained technicians

Contact Us



McDorsey Service Company Limited

Corporate Head Office:

33 Moloney Street,

Opposite Kam Salem Police Force Head Quaters

Obalende, Lagos Island

Lagos.

www.mcdorsey.com

E-mail: info@mcdorsey.com

Tel: +234 - 1 – 2636220, +234-80-23094257

...Your Leading After Sales Support Professionals



McDorsey



Thank YOU



McDorsey

***Passion, Professionalism, Integrity
,Discipline***