



Repair / Warehouse / Inventory / Logistics

Outsourcing has created many challenges for the OEM and enterprise service organizations, and GEM Services provides seamless economical solutions that can overcome them. GEM Services specializes in Electronic Service Parts management solutions for OEM and Enterprise service and I.T. organizations. We are primarily focused on the self service, industrial, information display, retail POS, and enterprise I.T. markets.

Our Service offerings are centered on our Electronic Depot Repair and Refurbishment capabilities. GEM services offers component level debug and repair on a wide variety of Electronic technologies. Our world class repair operations are supplemented by our warehouse and inventory management operations and our Service logistics processes. In other words, GEM services can act as your company's internal Repair and distribution center.

Combining these services together creates a high velocity service parts management process that minimizes the service pipeline inventory investments, and maximizes your company's bottom line.



The best service supply chain inventory management practices strive to minimize movements and handling, add velocity, and reduce inventory exposure without creating negative impacts to customer service.

That is the premise of GEM's service model. Asset reutilization is a key element in your company's ability to support products that have long service support requirements. GEM Services offers your company the ability to have a world class service and distribution facility with a variable cost structure. Please check out our service offerings and contact us if you have any questions.

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Intelligent Service Parts Management Solutions

Electronic
Repair
Warehouse
Inventory
Logistics

Markets

Self Service Kiosk
Point of Sale (POS)
Industrial controls
Digital Signage
Corporate I.T.
Security
Industrial Display
Mobile Computing



TECHNOLOGIES SUPPORTED

DISPLAY PRODUCTS (FLAT PANEL LCD)
POINT OF SALE/USE PRODUCTS
SIGNATURE CAPTURE
PRINTERS
PC PRODUCTS
SCANNERS
INDUSTRIAL USE TABLETS
IPAD1&2, IPHONE FOR BUSINESS USERS
HAND HELD COMPUTERS
INDUSTRIAL USE TELEVISION
DIGITAL SIGNAGE
RESTAURANT ORDER KIOSK



Service Center Offerings

Electronic Component Level Repair

Our Repair & Refurbishment offerings include:

- Debug / troubleshoot
- Rework & upgrades
- Test Development
- Cosmetics repair
- Engineering changes and upgrades
- Quality Inspection

We also support these additional services:

- System configuration & deployment
- Light Electronic Assembly (Prototype & box level manufacturing)
- Product Recall management
- Direct Asian sourcing capabilities

Repair Development

GEM Services Develops functional test, repair, and refurbishment processes that insure that finished, repair products, meet the functional specifications of a new part.

These processes include functional test development, engineering change installation, and mandatory replacement of certain active parts. Our repair quality organization evaluates the repair data in order to improve overall product quality and reliability.

Quality Controls

GEM Services Quality systems have been designed to meet the requirements of ISO9001:2008. We perform 100% functional and cosmetic inspections on all repaired parts. GEM service also includes product warranties on the parts that we repair / refurbish for our customers.

For additional information visit our website www.gemtampa.com or contact us @:
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flexible solutions for your business needs

Warehousing, Logistics, and Inventory Management

GEM Services supplements the component level repair & refurbishment capabilities with our service parts logistics and inventory management processes. Our custom developed information systems track each assembly by serial number as the products move into and out of our facilities. These supplemental services include:

- Integrated planning
- Warehouse & inventory management
- Reporting
- Service part distribution
- Reverse Logistics Management
- Warranty administration
- Authorized Service Provider
- Advanced Exchange
- Repair & Return



Enterprise I-Device Support

GEM Services is pleased to announce our new IPAD and iPhone service that is targeted towards large enterprise I.T. organizations that have adopted the IOS devices for critical business functions. GEM offers custom enterprise I.T. Programs that include these optional services:

- Discounted Post warranty repair
- Deployment
- Application and software configuration
- Warranty entitlement
- Next day device exchange
- Device tracking (employees, serial numbers, etc)



CUSTOM SOLUTIONS

GEM Services can work with your organization to develop customized service and logistics that meet your company's requirements. Our I.T. Systems have been designed to support ease of integration for the customer regardless of which I.T. Systems are being used



WEB SOLUTIONS

Our Custom developed ISIS Repair and Logistics system utilizes the latest technologies to support our customers requirements. Customers can interface with the ISIS systems via our secure web based customer portal for order inquiries, tracking information, repair status, inventory levels, and many other program related elements.



EBUSINESS SOLUTIONS

Custom solutions for data exchange and system integration. Including EDI, file transfer, email, and fax.