

SMRRT

Streamline Mobile Rapid Response Team

When you need **outstanding, on-site** service, **SMRRT** is **convenient, qualified and affordable.**

SMRRT responds right away, allowing you to change faster and keep your business flowing. Our team is focused on delivering on your terms, in your location.

The shortest distance between two points is a **streamlined solution...**



With **SMRRT**, you gain the immediate ability to prevent significant business loss. Through our downtime risk assessment, preparation and follow-through, we do everything in our power to help you contain problems and get fixes in place without delay.

Standard rates are:
\$400 per person, per day

\$25.00 per person, per hour of travel time (door to door)

Travel expenses are always minimized.



Basic Services:

HUB Rework
Firmware upgrades
Quality Purges
FRU Replacement
Testing
Re-packaging
Re-Labeling

SMRRT manages the necessary resources; such as access to materials and support, inventory control and logistics services are built into the process. We not only respond to your urgent in-house rework needs, we save you time and money in the process.

Request by phone at (512) 439-8954
or e-mail: SMRRT@sts-us.net

We will respond immediately!



Services include:

1 - Priority Field Service -
In most cases **SMRRT** will be on site the next day with everything needed to implement.

2 - Product Repair, Rework, Upgrade or Conversion, with replacement or loaner units in applicable cases.

3 - Logistical Data Management and Reporting through database applications designed for the job.

4 - Escalation Management through Engineering & Quality support, with root cause analysis toward corrective action.

5 - Certification of Goods to Manufacturer and OEM specifications.