

# Global Value Chain Solutions that are *Flexible, Scalable* and *Sustainable*



Supply Chain



Aftermarket



e-Business



Entitlement  
Management

# Supply Chain

## *Your end-to-end global supply chain solution, delivering ...*

- Industry-leading expertise
- Targeted execution
- Technology integration
- System visibility

ModusLink's global supply chain processes have been developed and refined through collaboration with the world's leading high-tech brands. We help clients improve operating efficiency, reduce time-to-market and enable revenue growth.

### ***Core Capabilities:***

- Complex sourcing and delivery of critical components to manufacturing locations
- Configuration of consumer products for end-market use at the optimal point in the supply chain
- Fulfillment of product on behalf of clients to multiple channels
- Sustainable supply chain optimization and packaging redesign

### ***Client Benefits:***

- Faster time-to-market
- Access to new markets and channels
- Reduced inventory carrying costs
- Improved sustainability profile
- Mitigated risk





# Aftermarket

## *Your integrated aftermarket solution, delivering ...*

- Returns management
- Repair and remanufacturing
- Multichannel recovery
- Maximum value from at-risk inventory

Integrated forward and reverse logistics are essential to maximize aftermarket profitability. Our aftermarket solutions can unlock value in reverse logistics processes to streamline returns efficiency and asset recovery while increasing post-sale customer satisfaction.

### ***Core Capabilities:***

- Comprehensive returns management, including interactive customer service and triage
- Level 1, 2, 3 and 4 repair performed by skilled technicians
- Alternative B2B and B2C recovery channels through which we can manage any volume of excess inventory, regardless of its condition.

### ***Client Benefits:***

- More efficient returns management
- Maximum value recovery through multiple disposition channels
- Improved customer experience
- Lower environmental impact
- Closed-loop continuous improvement to product design

# e-Business

***One e-Business solution for a multichannel world, delivering ...***

- e-Commerce
- Integrated financial management and global payment systems
- Fulfillment and returns
- Total customer satisfaction

With ModusLink's e-Business Suite of Solutions, brand owners and retailers can increase revenue potential and enter new markets, while improving customer intimacy, satisfaction and loyalty.

## ***Core Capabilities:***

- Hosted and managed e-commerce portal solutions
- Self-service customer returns
- Interactive Contact Center Support

## ***Client Benefits:***

- Increased online revenue
- Global market expansion
- Customer ownership and visibility



# Entitlement Management

Our Entitlement Management Solutions allow you to safeguard and control access to digital and multimedia content, product features and services, and open additional revenue channels through renewals and upgrades.

## ***Core Capabilities:***

- Centralized, multichannel order management
- Media asset management
- Time- and contract-based automation of subscription renewals and expiration notifications

## ***Client Benefits:***

- Access to new revenue streams from installed base
- Protection of IP
- Visibility to customers through channel



## About ModusLink

**ModusLink Global Solutions, Inc.** is a leader in executing value chain strategies for the world's largest technology and consumer goods companies. We design and execute critical processes across the end-to-end product lifecycle, from sourcing, configuration and fulfillment, to revenue-generating e-commerce, customer service and brand loyalty solutions, to aftermarket returns, repair and recovery. ModusLink's profit-optimized, sustainably designed value chains can maximize clients' cost, time-to-market, customer satisfaction and revenue objectives.

Our global footprint of more than 25 solutions centers in 14 countries is unmatched in the industry, giving us existing infrastructure where many manufacturers do not. Outsourcing of value chain business process results in the flexibility required to react quickly to shifting dynamics impacting performance and revenues.

With decades of experience executing end-to-end processes across our clients' global value chains, ModusLink has built a knowledge base of regional best practices, including tax and VAT regulations, customs requirements and transportation infrastructure reliability. We can develop a multilingual Web store, process payments and provide contact-center support wherever your customers are located.

# Trust ModusLink Global Solutions

*Our unmatched global footprint can drive:*

- Operating efficiency
- Revenue growth
- Customer satisfaction
- Environmental responsibility

## **Americas**

Mexico  
United States

## **EMEA**

Czech Republic  
France  
Hungary  
Ireland  
The Netherlands

## **Asia**

Australia  
China  
Japan  
Korea  
Malaysia  
Singapore  
Taiwan



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