



# ModusLink Recall

## Ensuring Brand Integrity

**ModusLink Recall is an end-to-end solution that combines a rapidly deployed recall management website with a complete set of services to help companies react quickly and efficiently in the event of a product recall — assuring consumer confidence and brand loyalty.**

ModusLink works with clients to launch a multilingual website for rapid dissemination of vital recall information, providing a clear course of action that reduces customer concern and contact center

inquiries. The branded website offers self-service functionality to validate products, request replacement, print return labels and track end-to-end processes and is accompanied by a full set of customer support and account management services. With seamless integration of program management and multichannel forward and reverse supply chain operations, the Recall Solution improves program visibility and helps clients efficiently manage recalled assets for maximum recovery.

ModusLink has helped some of the world's leading technology companies successfully and cost-effectively manage critical recall programs around the globe, delivering expertise, technology and process execution with the highest levels of speed, efficiency and end-customer satisfaction.

The result is continued brand integrity and customer satisfaction.

### Benefits of an integrated ModusLink Recall Solution:

- More rapid, proactive and cost-efficient multichannel recall response
- Stronger consumer confidence and brand loyalty
- Reduced cost and administration with single provider for program management, process execution and product recovery
- Improved visibility, tracking and account management across global processes

### Recall Management One Stop Shop

#### Premium Recall Management Website

- Rapid multilingual website development, hosting and ongoing management for recall programs
- Feature-rich, self-service website facilitates product validation, claim processing, customer support and status tracking

#### Integrated Business Processes

- Multilingual CRM Services/contact center and self-service options
- Account Management

#### Integrated Supply Chain Services

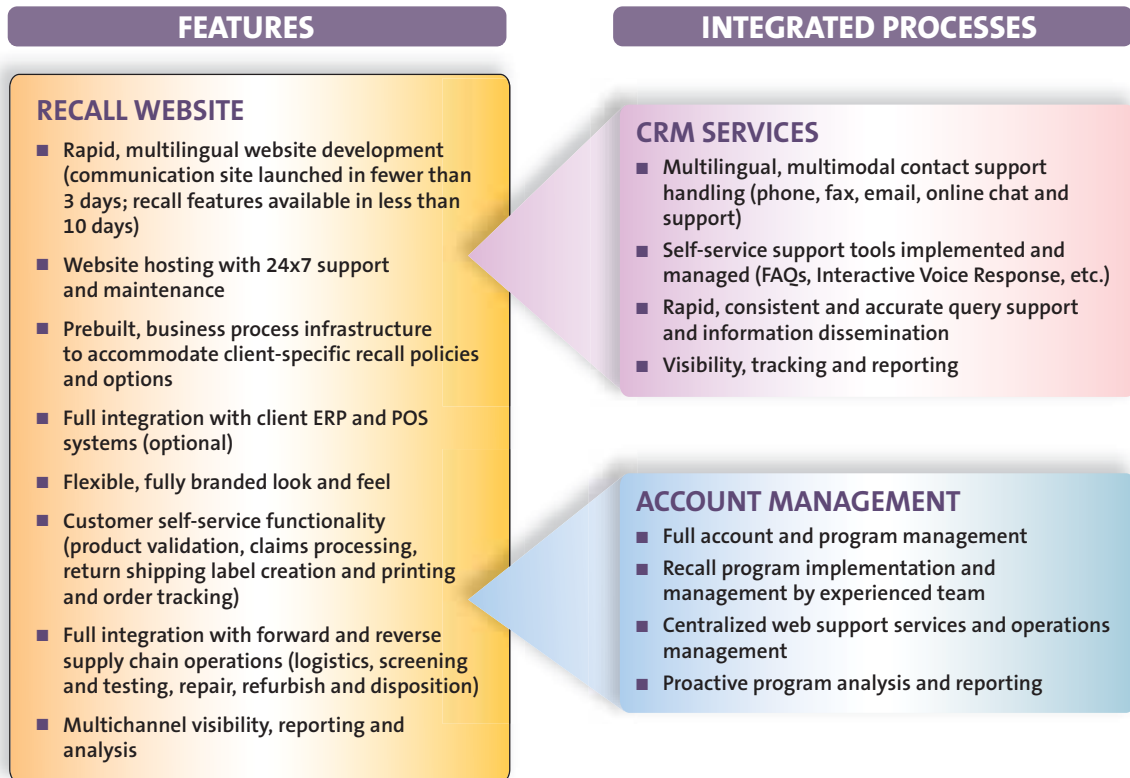
- Full integration with forward and reverse logistics operations
- Complete fulfillment, product testing, repair, refurbish and disposition services

#### Visibility, Reporting and Analysis



## ModusLink Recall Solution Snapshot

The ModusLink Recall Solution reduces complexity, cost and execution time during product recalls with a rapidly deployed recall management website and a range of web, customer support, account management and supply chain services.



## Trust ModusLink e-Business to manage your recall programs.

- State of the art technology/e-Business platform, using best of breed web, transaction management, messaging, CRM and reporting tools
- Combined supply chain, vertical market and e-Business experience from a single vendor
- Extensive experience helping companies manage critical product recalls
- Unmatched global footprint and global market commerce expertise
- A comprehensive Suite of e-Business Solutions integrated across the end-to-end, sales-enabled supply chain

### ModusLink's e-Business Suite of Solutions:

- ModusLink Commerce
- ModusLink Store
- ModusLink Engine
- ModusLink Live
- ModusLink Returns
- ModusLink Auction
- ModusLink Recall

Contact us today to learn how we can help you . . .

[info@moduslink.com](mailto:info@moduslink.com)