

# Group 4

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# Problem

Very bad service done by major computer company service centre and local service centre which involves issues like :

- Solving customer's problem but returning with more defects
- Overcharging the customer (misleading the customers )
- Mishandling the product
- Delay in service thus wasting customers time
- Not properly analyzing the problem

# How big is the problem

- Difficult to provide an exact measure but reports suggest that poor customer service is a significant issue in the electronics industry in India.
- A study by the consulting firm Capgemini found that 70% of Indian customers had a negative experience with customer service in the electronics industry.
- Another study by the customer experience management company Qualtrics found that 81% of Indian customers believed that companies did not value their time and that they were not responsive to their needs.

# Solution

The idea is to build an application where customers can contact us and our technician will be providing the solution to the hardware or software related problem of the customers .

we don't rely on local shop's engineer.

Our technical team from different branches will go to customers and fix their problem in a fixed allotted time.

Our technician will analyze the problem and give proper solution.

Our technician will also build custom PC according to the needs of customers.

# Solution components

- 1) Repair Technician
- 2) Application for interacting with customers
- 3) service centres in major cities

# Product roadmap

- 1) Building an application
- 2) Recruiting qualified technician
- 3) Forming strong supply chain

# Tech Care

Takes care of your PC

logo



Takes care of your PC