

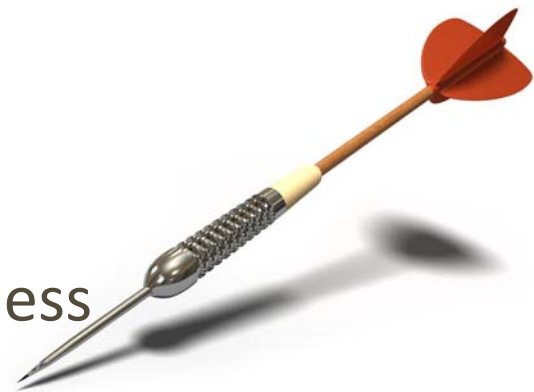
**FROM START TO FINISH:**  
CUSTOM CLEARING  
TRANSPORTATION  
WAREHOUSE LOGISTICS  
REPAIR  
REFURBISH  
MODIFICATION  
ASSEMBLY  
PARTS INVENTORY  
CUSTOMER SUPPORT

INTERNATIONAL READY

SPQ Services brings you the **HIGHEST** quality of service with the **LOWEST** cost to give you the best bang for your dollar. If you have not heard of SPQ, it is **TIME** to give us a try.

**SPEED**   **PRICE**   **QUALITY**

simplifying  
Your Business



 **SPQ Services**  
Elevate Your Business

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Elevate Your Business

REPAIR  
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ASSEMBLY  
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INVENTORY MANAGEMENT  
CUSTOMER SERVICE SUPPORT  
ENTERPRISE MANAGEMENT  
CUSTOM CLEARING  
TRANSPORTATION



**SPEED**   **PRICE**   **QUALITY**

*Simplifying your business needs under one roof!*

## ABOUT SPQ AND WHO WE ARE

SPQ provides an array of logistic services for the business hardware industry — from system repair, refurbish, modification, assembly, to supply chain management. With over 20 years of technical service experience from the staff and management personnel, our team have been recognized as a reliable source in the service provider business. Our values are focused on three principles that forms the cornerstone of our business — **Speed, Price, and Quality**,



## REPAIR, REFURBISH, MODIFICATION

SPQ continues to strive for a low cost and high efficient turnaround process to help improve your business and your bottom line. Our technical team offers the best turnaround time in the industry with an average of two-days, coupled with lowest costs and highest quality. Each repair, refurbish, and modification process is accompanied with an accurate and detailed work-order report managed by SPQ's Enterprise Management System.

## SPECIFIC SERVICES TAILORED TO FIT YOUR BUSINESS NEEDS

- Custom Assembly — SPQ's technical expertise can fulfill all your product assembly specification
- Exchange and Credit Return Program — SPQ can handle large volume of unit exchange service
- Specialty — Provide technical training and valuable input to your engineers / designers on real-time problems experienced from customer feedbacks
- Warehouse Logistics — Provides a spacious and secure storage facility for your business needs. Combined with SPQ's technical capabilities, Warehouse Logistic service can minimize your transportation costs, Custom Clearing costs, storage and tax related costs
- And much more... Just let us know and we will deliver to your expectations

**Your business can store, service, and deliver to your customers all under one roof.**

**flexible solutions for your business needs,  
with the lowest cost and highest efficiency.**

## PARTS INVENTORY LOGISTICS (PIL)

SPQ Parts Inventory Logistics support and service products from the time they are sold through the end of their life cycle. We inventory parts and manage critical components for your business and get your products back and running quickly.

- Customers can see 20-25%(\*) cost savings when inventory management becomes efficiently monitored and controlled. We can resupply your regional teams on parts when they want them and where they want them.  
(\* Source: Newsweek)

## Technology at work for you

### SPQ ENTERPRISE MANAGEMENT SYSTEM

SPQ has a well managed database system that can provide valuable business and technical information for your organization. The system interlinks workstations to retrieve, store, analyze, and provide real-time data efficiently.

- Real-time information and collaboration with your team
- Customizable trend reports tailored to your specifications
- Visibility of your work-order when you need to review
- Use archived technical information to guide your operation and improve future designs and sales
- Spent less time manually fulfill customer request and minimize any unnecessary costs
- Web access to your custom-built account and view information to your business needs



### CUSTOMER SUPPORT SERVICES (CSS)

Customer service is the face of a company and SPQ has developed an unique customer relation management services to meet the growing needs of all our clients. Over years of valuable experience makes our service one of the low cost, high efficient customer care contender in the industry. We offer a dedicated team and system capable to track customer's request and provide you with feedbacks to better detect market trends of your products.



Combined with SPQ's rich technical background, CSS can help build your organization's reputation to higher grounds. Here are few notable features CSS can provide:

- Repair, Refurbish, and Modification Queries
- Technical Support Queries
- Parts Inventory Queries and Management
- Billing Queries
- General Account Queries
- Customer Survey and Market Research
- Quick support to get control on your brand integrity and improve customer retention

### SPQ SERVICES IN A NUTSHELL

SPQ provides the BEST technical experience for the business hardware industry. As a logistic service provider, SPQ offers logistics from the moment your content arrives from supplier overseas to the assembly locations and eventual arrival to its final destination. We offer visibility that provides foresight to your team and help your business achieve higher operational efficiency, cost reduction, and accuracy.

SPQ Services is part of an innovation team that brings innovative solutions to manufacturers, OEMs, and dealerships to help improve your business goals. **With SPQ at your side, we strongly believe that at the end of the day, your customers will see the benefit, you will feel the benefit, and everyone's bank accounts will reflect the benefit.**

**SPQ - Speed, Price, and Quality, at your service.**

