



SAMSUNG
Recommends

Samsung-Recommended Repair Services





SAMSUNG
ENTERPRISE CENTRE OF EXCELLENCE

SAMSUNG Enterprise Centre of Excellence

Your Trusted Repair Partner

At MTR we pride ourselves on being a recognised enterprise centre of excellence for Samsung repairs. All of our technical staff are fully trained to the exacting standards and have regular training on new processes and handsets. To give customers piece of mind any repair work undertaken is carried out to the Samsung contractual quality standards.

The service delivery partnership highlights the effort our team makes in ensuring full traceability of parts and processes, ensuring that any Samsung device that leaves our facility will work at the same speed, power, and performance of that which you would expect from a new factory built device.

Don't just take our word for it.

"As a company, Samsung absolutely believes in delivering excellence in Customer experience alongside a commitment to a programme of continuous improvement. Right throughout their organisation, MTR embrace and fulfill this and continue to represent Samsung with professionalism, courtesy, and loyalty to our brand and values."

Gareth Hobson
Head of Operations
Samsung Enterprise Services and Support



We're proud of our
association with MTR.





WHY PUT US IN YOUR POCKET?

Supporting all aspects of device repair

- ✔ Highly secure site to ensure customer's devices are safe at all times.
- ✔ Samsung accredited in-house OEM repair centre.
- ✔ Certified data wipe/device destruction.
- ✔ Battery diagnostics & replacement.
- ✔ FRP/Google Lock removal.
- ✔ Dedicated logistics option for additional security and flexibility.
- ✔ For non-repairable/BER handsets option to trade in device .

Fully Audited Facility

Our premises have been inspected and approved as part of our ongoing partnership with Samsung in order to fully comply with their ESN Security management plan. This included working with experts in Independent Security Consultancy to identify and enhance aspects such as:



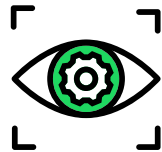
Security Risk Assessment



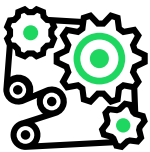
Situational Awareness



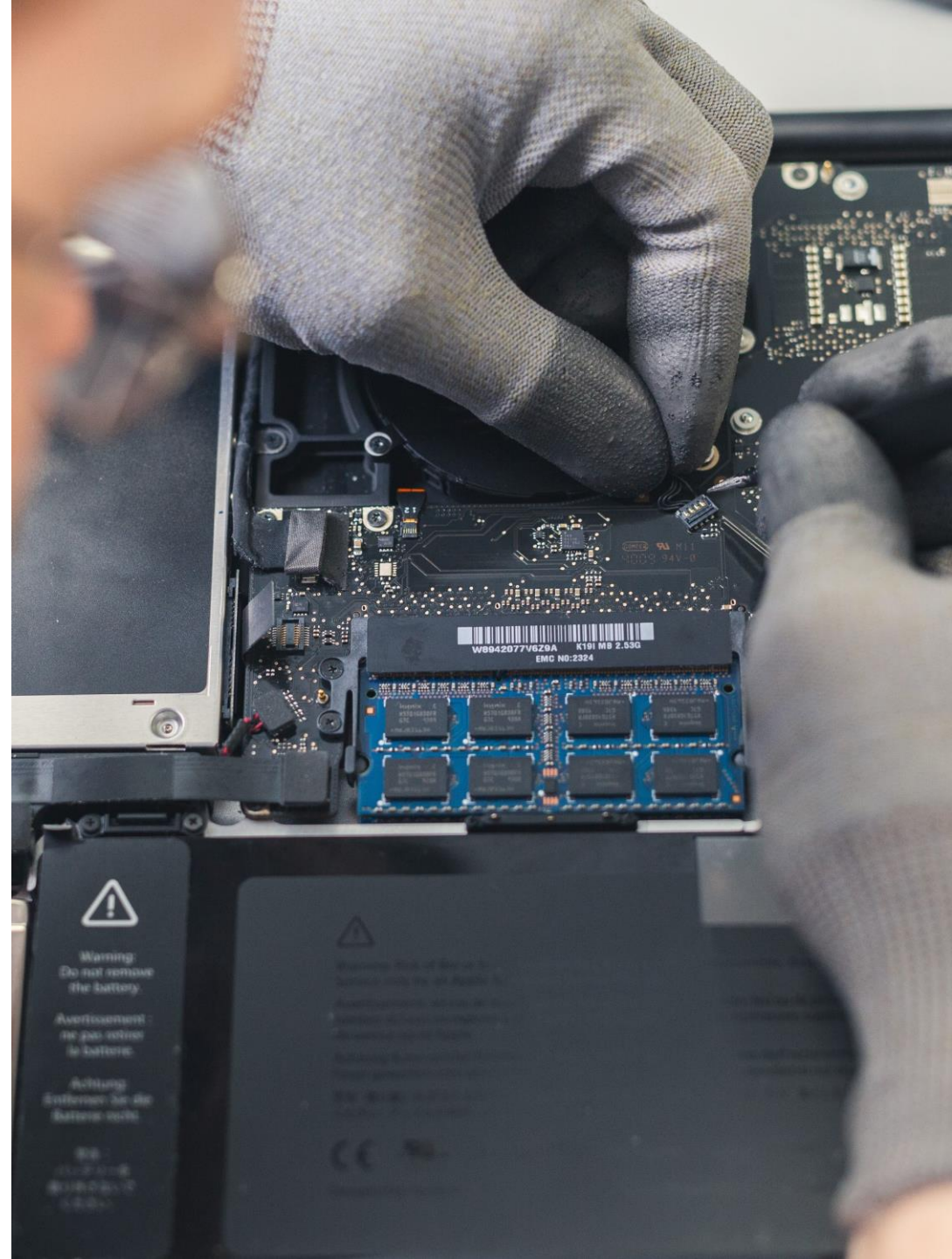
Operational Requirement



Penetration Testing



Systems Designs



EXTERNAL SECURITY

Taking security seriously

At MTR we understand that nothing is more important to our customers than the security of their product, which is why our facility is designed to offer the highest level of product integrity during both working and non-working hours.



CCTV

10 external, 50 internal

High-level, 360-degree camera security secures the external perimeter of the property and all approaches 24/7/365. This also covers all aspects of goods in/goods out.



Shutters and Steel Bars

Strategically placed around all ground floor windows and doors to protect from any ram-raiding opportunists.



Motion Sensors

Motion sensors triangulate any movement outside of working hours and use an audio warning to deter any unwanted loitering.



INTERNAL SECURITY

Internal security and safety



Internal Wall Sensors

Wall Sensors located against internal walls detect the smallest vibrations. If at any one time, two of the sensors are triggered, alerts are raised to protect against potential ram-raiding.



Smoke Cannons

Strategically located throughout our premises, if any intruders are detected, the cannons will deploy making it impossible to see your hand in front of your face within 15 seconds.



Airport-style scanning

With both walk-through and handheld wand scanners, our on-site security staff ensures that every employee is scanned in and out of the workshop for full security and compliance.

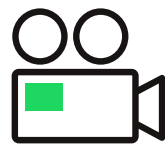


ESD Stations

Electrostatic Discharge (ESD) stations are located at points of entry throughout our premises, while all engineers wear specialist equipment to avoid any static damage to components.

COMPLETE VIDEO MONITORING

Monitored and recorded unpacking



For complete transparency, our engineers unbox and check every detail whilst on camera. Logging this important step allows us to capture the exact quality of the device, along with key information like IMEI and Serial Numbers as soon as they are unpacked, ensuring that we have a record of every device for full traceability whilst on site.



SAMSUNG ACCREDITED REPAIRS

In/Out of warranty repair capability



110 seat electrostatic discharge compliant (ESD) workshop, fully audited and accredited by Samsung.

- Includes disassembly / assembly and resealing of devices using Samsung bespoke tooling and processes
- All technicians have completed Samsung training, are fully accredited, and attend any refreshers where necessary.



Official OEM replacement parts ordered directly from Samsung with stock of main components held onsite.



Devices flashed with the latest software / OS as part of repair service.

KEEPING DATA SAFE

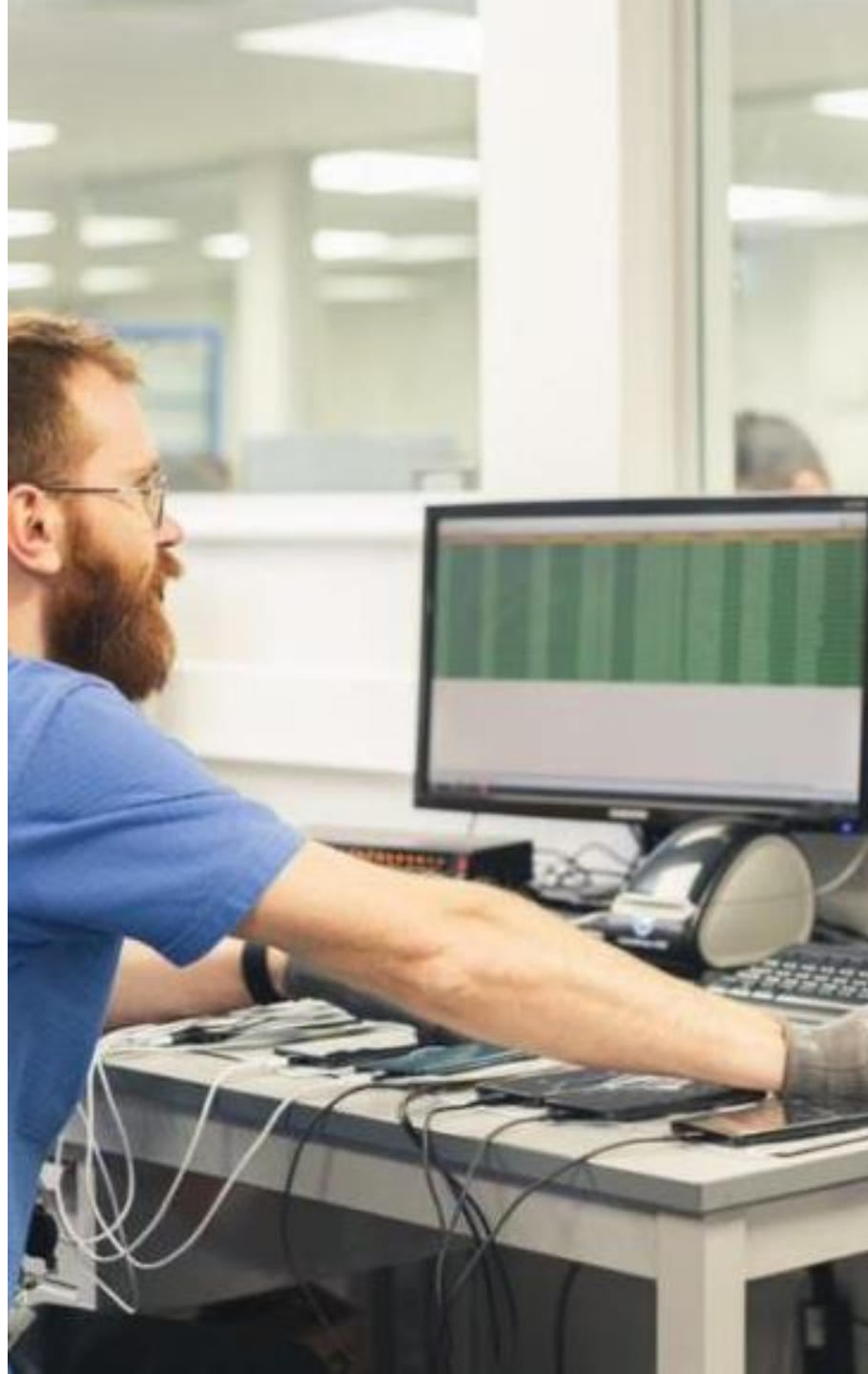
Certified Data Wipe

We use both **BlackBelt Smartphone Defense** and **Aiken Workbench** for secure data erasure across mobile devices & laptops

- By fully integrating these solutions into our stock management system we have created a failsafe mechanism that prevents any device leaving our facility with data on it.
- Supports all major operating systems.
- Unique data wipe ID for every transaction
- Certified data destruction for devices that will not power up
- Both solutions are fully ADISA certified

blackbelt[®]
smartphone defence

a **AikenSoftware**



fcs 
federation of
communication
services
registered member

SECURE DEVICE END OF LIFE

Certified Device Destruction

Secure destruction for all end of life devices that have very little or no resale value can also be carried out in-house with a certificate of destruction issued to make sure compliance is met with the WEEE Directive.

Not all recycling companies go to the lengths that we do to ensure the 100% correct disposal of mobile equipment. At MTR we hold the highest certifications for ethical and responsible device destruction.



BATTERY CARE

Battery diagnostics + replacement services

Batteries are a major factor in devices being discarded. As more charge/discharge cycles are forced through, battery components can begin to degrade, resulting in a reduced overall capacity.

At MTR, we can test battery components within devices to determine the current lifespan and maximum capacity. If this doesn't meet specific criteria, we can replace it with approved or OEM parts to give the device a battery life that would match a new handset.

NB - On certain models, batteries are automatically replaced as part of a screen/LCD repair.

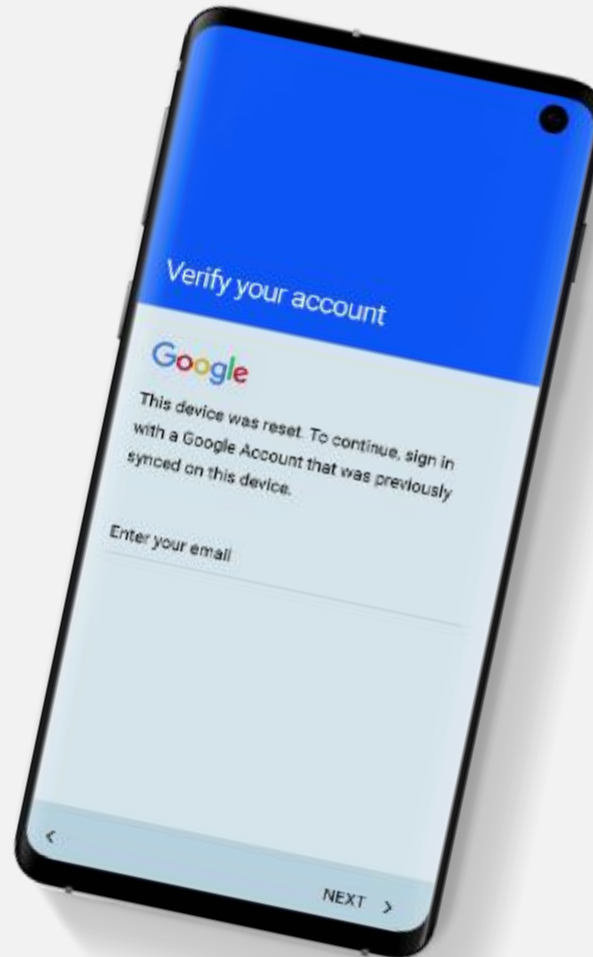


GOOGLE-LOCK REMOVAL SERVICES

Factory Reset Protection (FRP)

Some Samsung devices sent to MTR still have a Google Account associated with that device when powered up. This is known as Factory Reset Protection (FRP), a tool built into the Android OS as standard to protect lost or stolen phones from being simply factory reset and used again. Unless the Google account verification process is removed then the device cannot be used by a new owner.

As part of a fully certified BlackBelt data erasure, our certified technicians go through a specific process using, built-in systems to reset the phone and provide a fully wiped device ready to be used by a new owner.





Option to trade in non-repairable/BER devices



Here at MTR, we offer you a one-stop solution of wrap-around solutions to support all your requirements. We have built and launched successful web-based platforms for clients like Samsung, John Lewis, AO Mobile, 4Gadgets, and FoneWizard, providing fully-managed Trade-In or services. Ensure any non-repairable devices are responsibly recycled by utilising MTR's B2B trade-in service.

SECURE LOGISTIC SERVICES

Inbound/Outbound logistics

Getting devices from A to B securely can often be more challenging than anticipated. MTR can support by providing scalable options to meet end-user requirements from 3rd party couriers to our in-house service. With our fleet of vehicles, which are GPS tracked from point-of-collection through to delivery, expedited services can be supported to ensure that we can meet the tightest deadlines whilst providing the highest levels of security.



Secured and tracked delivery



Fleet of secure vehicles



Globally GPS Tracked



Expedited same day services

THE HIGHEST STANDARDS

Accreditations



**Quality Management
System Certified
(ISO 9001 : 2015)**



**Environmental
Management
System Certified
(ISO 14001 : 2015)**



**Information
Commissioners Office
Data Protection
Registered**



**Asset Disposal &
Information Security
Alliance for asset
retirement**

Thank You

For further information please contact:
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