

*R-Logic*

a

**Repair and technical support  
Solution Provider**

powered by

Technology  
Regional Coverage  
Value Adds

## **R-logic Introduction**

R-logic is a Singapore based reverse logistics company focusing on aftermarket customer care services.

Founded in 1999, R-Logic has set its corporate mission to be the champion in providing after sales services to key customers in the reverse logistics arena within Asia Pacific.

Today, R-logic's core services include customer call services, care center management, RMA and warranty management, repair depot and replacement part management.

It has Asia wide operational coverage set up to provide one stop, end to end regional aftermarket services for top global MNCs.

Its major reverse logistics operations are strategically located the following cities:

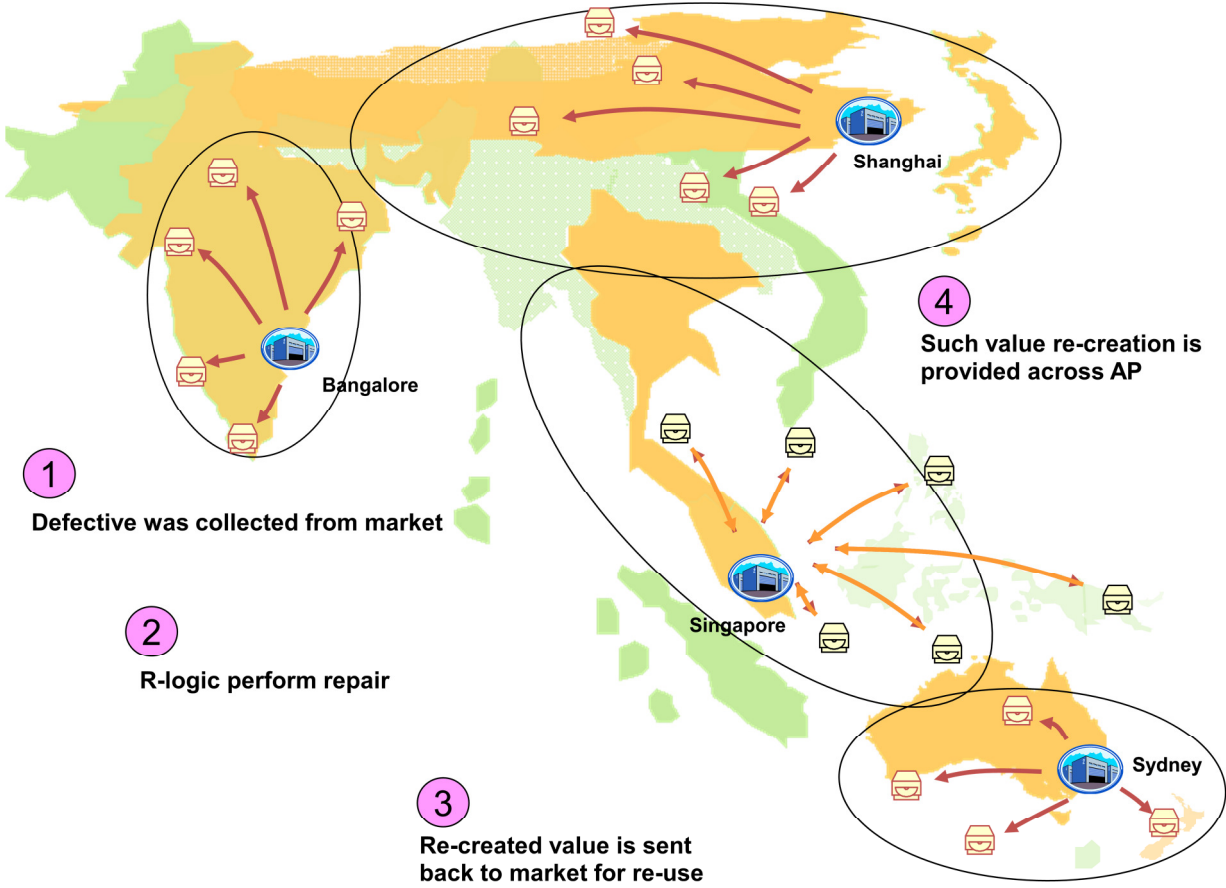
- Singapore
- Shanghai
- Kuala Lumpur
- Johor Bahru
- India (Bangalore, New Delhi, Mumbai, Chennai, Kolkata).
- Australia and Thailand (sales office and partners)

R-logic is recognized for its ability to provide advance technical repair services down to component level repair in clean room. Such technology has enabled R-logic to be recognized as a strong and preferred partner in Asia Pacific

Today, R-logic's in-depth repair services include LCD panel, Display units, ATM machines mechanism, PCBA boards, Power supply, Memory Modules, Tape drive, etc.

R-logic is an authorized repair partner for many of the world's major manufacturers such as LG, Philips, Wincor Nixdorf, IBM, Dell, HP, Sony, Philips, Samsung, Quanta Display, CPT, TPV, Compal, Liteon, Chi Mei Optronics

**Business Model**



**High Tech Repair Capability**



**Professional Customer Services**



**Facts and Financial**

Founded: 1999  
Headquarter: Singapore  
People: 800 staff  
Operated in: Singapore – 55,000 sqft  
China – 12,000 sqft  
India – 80,000 sqft  
Malaysia (JB) – 32,000 sqft  
Malaysia (KL) – 9,000 sqft

