



ОБСЛУЖИВАНИЕ И РЕМОНТ СМАРТ-УСТРОЙСТВ

Our directions

Our service center carries out the following work:

Warranty repair

The "ESC" company is an authorized service center for trademarks: Xiaomi, TP-Link, Elari, RedBox and more than 11 manufacturers of various gadgets.

Non-warranty repair

Fast and high-quality repairs are carried out at the expense of a systematic approach: our own warehouse with a 2-month spare part inventory, an intermediate control system and an “engineering school” * that prepares and selects high-class specialists from the student’s seat.

Extended warranty

The ESC's service programs will save you from additional expenses in case of breakdowns of your gadgets.



“ENGINEERING SCHOOL” - students of the leading technical universities and colleges of the country, undergo practical training on a competitive basis and internships to the ESC, then the best of them receive distribution and work.

Team and geography

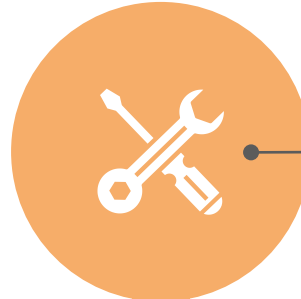
the benefits of our company

Repairs

We ensure timely receipt of your application

350+

per day



120+

specialists

Engineering staff

Both specialized and universal specialists work for us



automobiles *

300+

Transport park

We will promptly deliver your order to any corner of the country if it's necessary.

reception centers *

150+

Taking orders.

We are within walking distance from you and are always ready to help.

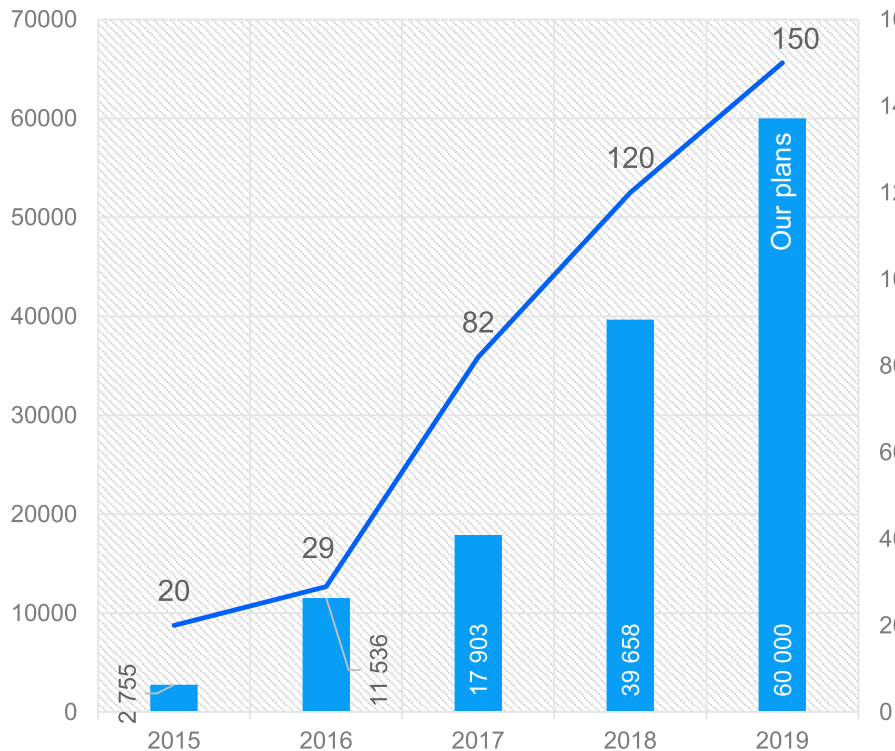
77+

cities*

**taking into account our own transport park (fleet) and contract forwarding company.*

Our achievements

The company's history in numbers and events



2015-2016

creation of the company "ESC"; Getting service authorization from 3 manufacturers of equipment; The start of sales of service programs with the salons "NA SVYAZI".

2017



Launch of the Mobile Casco service program; the start of sales of service programs in communication salons telecom operator "VELCOM"; Getting service authorization from 7 gadget manufacturers;

2018

The start of sales of service programs in communication salons telecom operator "LIFE"; Getting service authorization from the company "Xiaomi"; Launch of the Mobile Casco Plus service program with the participation of the largest Belarusian insurance company "Belgostrakh".

2019 Our plans

Getting service authorization from Apple, Samsung, Huawei; The start of sales of service programs in the TOP 3 networks for the sale of household appliances.

-  Number of repairs made.
-  Number of employees

Service

Why we are leaders in the market of service of equipment.



own
Call Center

12|7

hours days

• Own Call Center

We strictly adhere to internal service standards. That's why we call you back if for some reason you could not get through.



open
Technical Area

42|2

workplaces sectors

• Open Technical Area

We are for transparency and high-class technical execution, so we separated the reception and technical area just with a glass partition and the work is checking by several control points.



Face-to-Face
repair

1|2

hour Reception centers

• Face-to-Face Repair

We are for your time! The specialist will give the serviceable device within an hour, and you can observe the work process.

Our service products

On guarding your smartphone

«MOBILE CASCO»

Repair of smartphone's display or tablet for 12 months in the service centers for free, applies to all warranty and non-warranty cases.



«DISPLAY OK!»

Repair of your current smartphone's display or tablet for 12 months in the service centers for free, applies to all warranty and non-warranty cases.



«SERVICEABLE PHONE»

Repair of your new smartphone's display or tablet for 12 months in the service centers for free, applies to all warranty and non-warranty cases.



«SERVICEABLE PHONE PLUS»

The theft protection function is a distinguishing feature of the certificate! (If the buyer has his phone stolen, he can get his money back.)



Partners

You can purchase our service programs from one of the following partners



«**VELCOM**» - telecommunications company. It provides GSM 900/1800 and UMTS communication services, the second largest mobile operator in Belarus.

«**LIFE**» - brand of the Belarusian cellular operator BeST. Provides communication services of GSM and UMTS standards in the territory of the Republic of Belarus.

«**MTS**» - Russian telecommunications company providing services in Russia and the CIS under the brand name "MTS"

«**XIAOMI**» - a Chinese company founded by Lei Jun in 2010. Since 2018 is public. It ranks sixth in the world and fourth in China in terms of smartphone production.

«**NA SVYAZI**» - one of the largest retail chains of mobile phone sales, digital audio, video and photo equipment, accessories and related products, sales of connections and additional services of operators.

«**BELGOSSTRAKH**» is a universal insurance organization that provides the widest range of insurance services for legal entities and individuals for types of compulsory and voluntary insurance, not related to life insurance.

We invite to the excursion!



Let's have a look how
the business processes
go in the company!

Legal entities.

Hall of acceptance and issuance of orders



We are for productive cooperation.

We work not only with individuals, but also with mobile operators, large trade chains and small communication shops. your equipment will be safe in our hand!

Individuals

Hall of acceptance and issuance of orders



We love guests!

Here you can submit an application, take back the repaired equipment and ask any questions.

Individuals

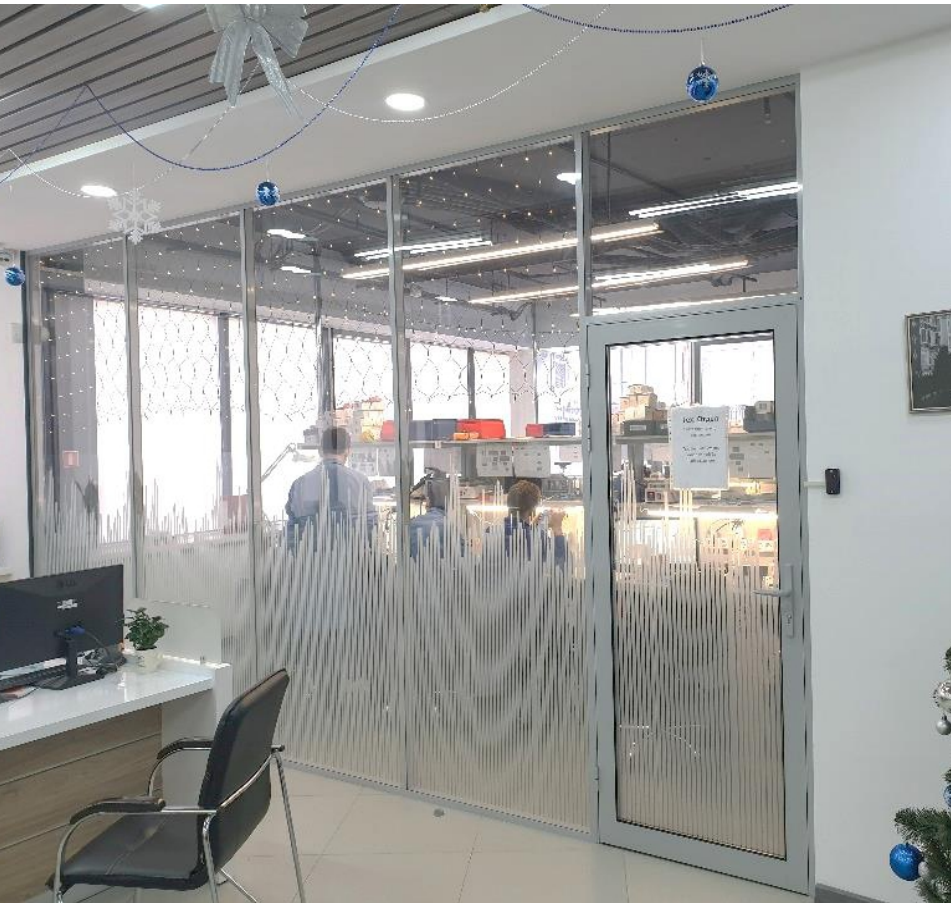
Hall of acceptance and issuance of orders



We love guests!

We welcome the guests, that's why if you have children, we have equipped a creative corner for them, so it was not so boring to expect.

Technical area



We are for openness!

We are an open company and demonstrate it in everything!
The “open” technical zone - any visitor to the service can see all the technological processes associated with the repair of his gadget.

Technical area



We are for manufacturability and speed/

At the moment, the technical area is divided into 2 sectors and includes 42 workplaces. Each sector has its own leader. Properly formed internal hierarchy helps to clearly control workflows.

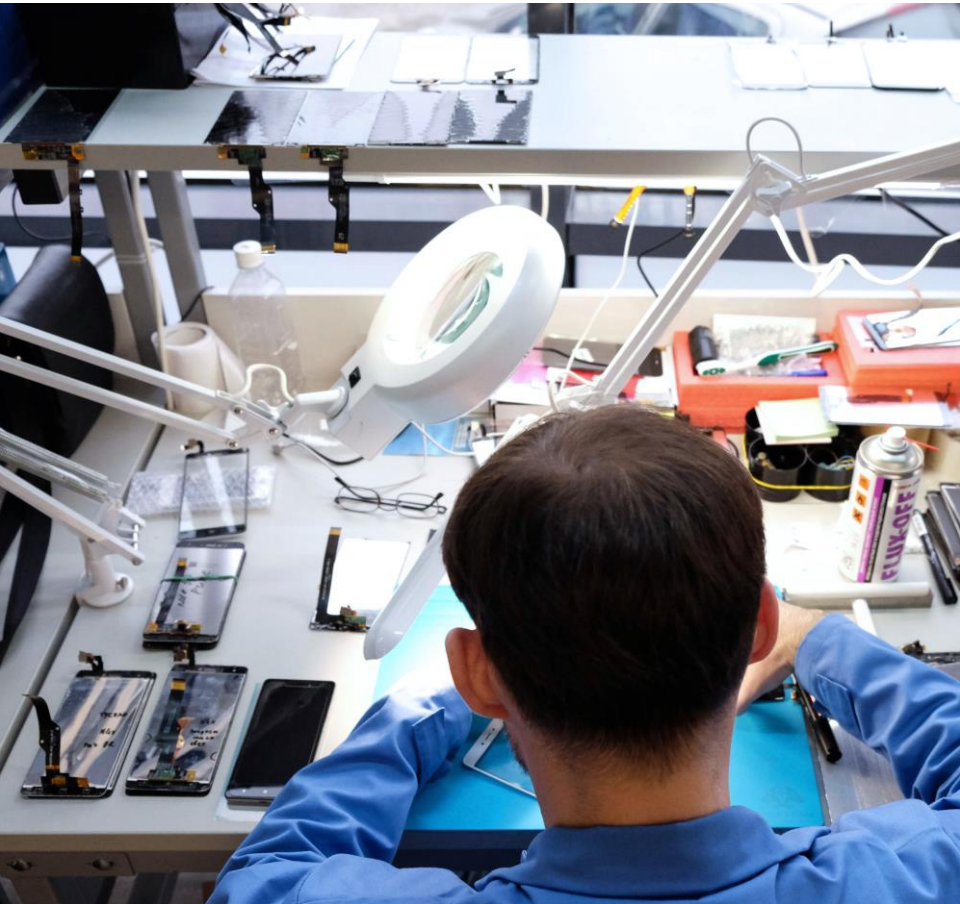
Technical area

engineering workplaces



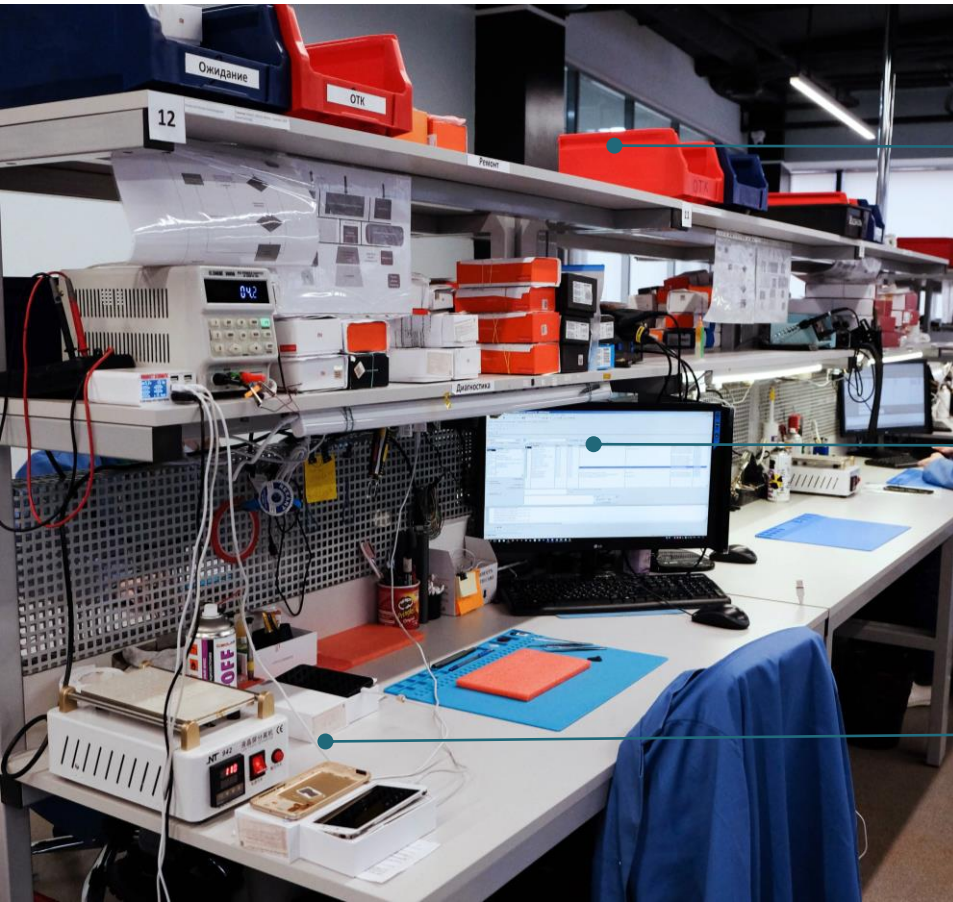
Technical area

engineering workplaces



Technical area

engineer workplace



zone 1

In this zone there are devices packaged in cells: waiting for diagnostics, sending for control and already completed.

zone 2

Here are the devices that require complex diagnostics, and on the right you can see the technological equipment.

zone 3

This is directly the working area of the engineer with the necessary tools and devices in the status "in work".

We are for high standards!

All workplaces are standardized and also have a clear layout plan. Each worker is equipped with all the necessary equipment for high-tech performance.

Call Center

specialists workplaces



We are always in touch!

Applications are accepted 7 days a week. In our call center a responsive staff who will advise you on any matter. And if for some reason you could not get through, be sure - we call you back.

Warehouse



We are for control!

We have an address storage System. The engineer, at the time of diagnosis, through a special system will be able to see the presence of a particular part. We also divided the warehouse into storage areas. This all allows you to streamline and accelerate workflows. **12,000+** positions (**35,000 units**), direct deliveries, high delivery speed up to 40 seconds!

Technical Control Department



We are for client.

Our most important department. Here we check the quality of done work. The client is in the first place for us, that is why serviceable device goes through a special verification procedure, consisting of 26 points before it returned to the owner



Thanks for your attention

