



*...Your leading after sales support professionals*

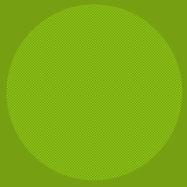
# COMPANY PRESENTATION

February-2011

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- ✓ Mission & Vision
- ✓ Products
- ✓ Services
- ✓ Partners
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# McDORSEY AT A GLANCE

Business	After Sales Support / Repair Services
Founded	2001
Headquarters	Lagos , Nigeria
Nationwide Presence	25 Repair Desks & 39 Collection Points
Domain Expertise	Telecom, Consumer Electronics
Accreditation	Partner to 13 OEM's and 3 Network Operators
Manpower	84 Direct and 45 Indirect Employees

# THE COMPANY

**McDorsey Service Company Limited** (RC: 430030), located at 33, Moloney Street, Obalende, Lagos is well situated in a commercial center of the Lagos metropolis. A rapidly growing team that started its operation in 2001 in Lagos has grown into a truly national organization. With representation all Nigeria , McDorsey Service Company now has more than 80 employees.

The logo for McDorsey, featuring the name "McDorsey" in a stylized font. The "Mc" is in blue and "Dorsey" is in green. The text is contained within a white oval with a thin blue border, set against a light green background.

**McDorsey**



# CONT..

Our Company is an established and leading specialist in the after sales support of mobile phones, electronic devices, telecom equipments, computers, laptops and other affiliated devices.

McDorsey Service Company Limited is the largest electronic repair service organization in Nigeria. Our growth is dictated both by expanding opportunities and also our commitment to providing Nigeria's best and most dynamics after sale support platform.

McDorsey Service Company offers an affordable and reliable electronic products solution for the Repair & Return Service industry. By integrating OEMs, Repair Service Depots, and Product Suppliers in the repair supply chain, our solution contributes to lower overall repair and management costs, an increased visibility and tractability of real-time repair information, efficient spare parts inventory management, and improved repair turnaround time.

The logo for McDorsey is a vertical oval with a white background and a dark blue border. The word "McDorsey" is written vertically inside the oval in a stylized font. The "M" and "D" are dark blue, while the "C", "O", "R", "S", and "E" are white with dark blue outlines. The "Y" is dark blue.

**McDorsey**

# MISSION & VISION

- We aim to create optimum added value for our interested parties.
- We offer expert and qualitative solutions as an independent, professional service partner and anticipates the needs of the customer in a flexible way.
- We invest in knowledge and company processes thus providing the highest quality service to our customers.
- Providing fast and effective services.
- Maintaining a realistic and competitive pricing structure.
- Commitment to friendly and efficient customer service and support
- Ensure the highest quality repairs.

The logo for McDorsey is a vertical oval with a white background and a dark green border. The word "McDorsey" is written vertically inside the oval in a stylized font. The "M" and "D" are dark green, while the "C", "O", "R", "S", and "E" are dark blue. The "Y" is dark green.

McDorsey

# PRODUCTS

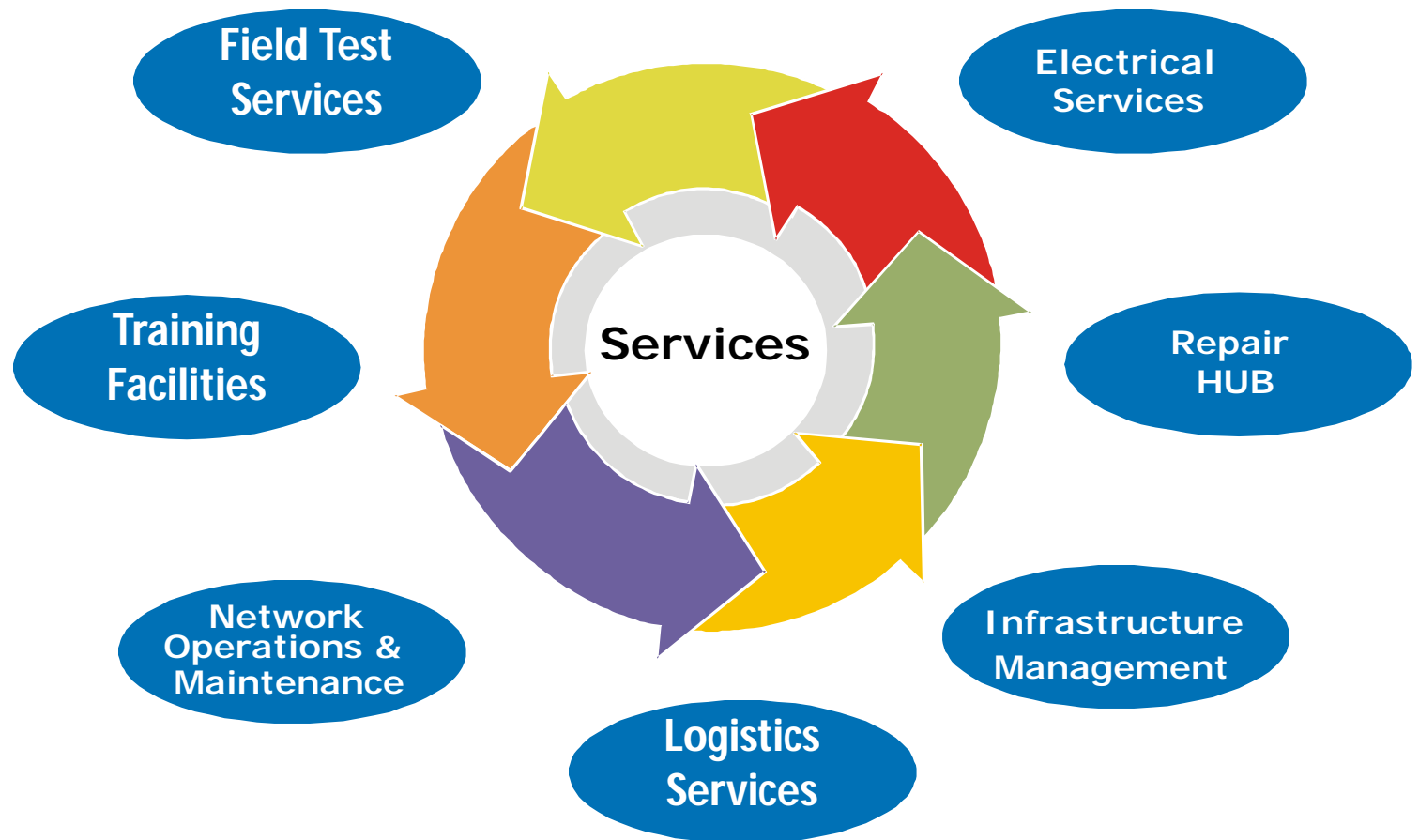
McDorsey

- Mobiles :
  - ✓ CDMA
  - ✓ GSM
  - ✓ Data Cards, Routers and USB Modems
- Laptops
- DSTV Decoders
- Digital Cameras
- Mobile Phone Accessories



# SERVICES

**McDorsey**



# OUR PARTNERS

McDorsey

ZTE中兴

Starcomms  
... we speak your language!

Haier

LAVA  
MOBILE PHONES

MOTOROLA

visafone

PSITEK

airtel

SAMSUNG

HUAWEI

Hisense

glo

# AUTHORIZED SERVICE PARTNERS

**McDorsey**

- Motorola Nigeria Limited.
- Samsung Electronics West Africa Ltd
- Starcomm's PLC
- Visafone Nigeria Limited
- Huawei Technologies Co., Nig Ltd
- Qingdao Haier Telecom Co., Ltd China
- Fadar Telecom China
- Hisense Imp. & Exp Co., Ltd China
- Delta Networks Singapore
- Haier Paterson Zochonis Ltd
- Psitek Limited South Africa
- Lava International India
- Airtel Nigeria Limited
- Globacom Limited
- Meridian Group Nigeria
- ZTE Corporation



# BUSINESS MODEL

CORE BUSINESS: Service of Electronics Devices  
Multi-Brand After Sales Support

## Collection Point's

*Point of collection Covering all territories*

*Strategic locations*

*Excellent Turn Around Time*

*Point of Collection is certificated  
(preliminary audit) by Mcdorsey  
(with specific agreement)*

## Service Centre

*Services Large Volumes*

*Complex Repairs (Levels 1 to 4)*

*High Quality Repairs*

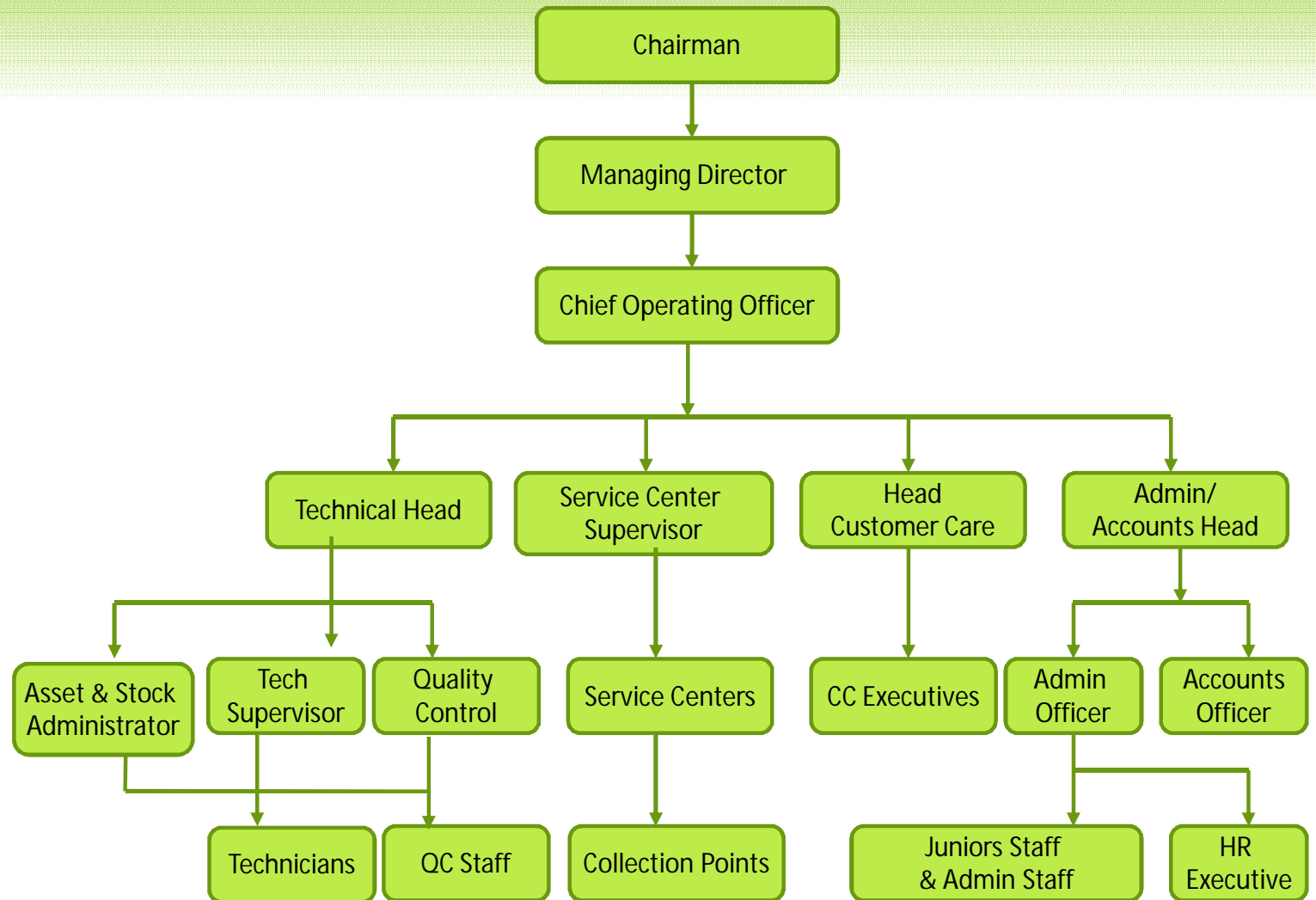
*New Generation technical equipments*

*ESD Protected*

*OEM's trained Technicians*

**Mcdorsey**

# ORGANIZATIONAL CHART



# INFRASTRUCTURE

- ✓ 84 Direct Employees
- ✓ 45 Indirect Employees
- ✓ 500 Sq.ft workshop equipped with ESD protections
- ✓ 25 Service Centers Nationwide
- ✓ 46 Collection Points with Pick & Drop Facility.
- ✓ Instrumentation and technical equipment with elevated technological content.
- ✓ Centralized help desk .
- ✓ Warehouse containing spare parts , buffer stock for swap units located in protected area.
- ✓ Factory trained Technicians

The logo for McDorsey is displayed vertically within a white oval shape. The word "McDorsey" is written in a stylized font, with "Mc" in blue, "D" in green, "or" in blue, and "sey" in green.

McDorsey

# STRENGTHS

- ✓ Strong capabilities in managing solution providing processes
- ✓ Fast reactivity on market needs and continues efforts in searching for solutions and processes to improve service quality
- ✓ Repair Capacity : 20,000 Units
- ✓ Methodologies and instruments to check and improve customer satisfaction
- ✓ Direct Structure with more than 45 Engineers
- ✓ Technical Help Desk with a strong focus on “problem solving”
- ✓ Highly developed information system providing on line reporting and Web visibility
- ✓ Fast efficient and effective centralized logistics service
- ✓ Competitive repair pricing

The logo for McDorsey is displayed vertically within a white oval shape. The word "McDorsey" is written in a stylized font, with "Mc" in blue, "D" in green, "or" in blue, and "sey" in green.

McDorsey

# WEBSITE

McDorsey



Customer Care: +234-8023094257

Wednesday, February 02, 2011 10:52:16 PM

## McDorsey Service Company Limited

..your leading after sales support professionals

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### Welcome

McDorsey Service Company offers an affordable and reliable cellular phone, computer and electronic products solution for the Repair & Return Service industry.

By integrating OEMs, Repair Service Depots, and Product Suppliers in the repair supply chain, our solution contributes to lower overall repair and management costs, an increased visibility and tractability of real-time repair information, efficient spare parts inventory management, and improved repair turnaround time.

#### TESTIMONIALS



#### PARTNERS



#### SERVICE DESK

- [Repair Tracking](#)
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Website design: Golden Impression

# CONTACT US



## **McDorsey Service Company Limited**

*Corporate Head Office:*

*33 Moloney Street,*

*Opposite Kam Salem Police Force Head Quarters*

*Obalende, Lagos Island*

*Lagos.*

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Thank You



*Passion, Professionalism, Integrity, Discipline*