

Tailor-made management of all after-sales service logistics

The GlobalCare Returns & repairs module is dedicated to product returns and after-sales service process management. Powerful and configurable, it enables process streamlining and end-to-end control & management of the after-sales service chain.

GlobalCare Returns & repairs SaaS module

Discover all the benefits, from reducing subscriber device returns to managing customer enquiries and repairs quickly and consistently.

Multi-process & configurable

With GlobalCare Returns & repairs, manage all your after-sales processes, from same unit repairs to advanced services, such as doorstep exchanges and chargeable repairs. You can configure multiple options: management of loan phones, customer notifications, or online payment for out-of-warranty repairs. A powerful rules management engine lets you customize your processes according to customer profile, device make and model, available inventory, location, warranty, channel, and more.

Managing return logistics

The GlobalCare Returns & repairs module allows you to offer your customers multiple logistics options. The platform supports various collection and delivery methods: at home, at approved collection points, in-store, return kits, digital waybills, etc. The GlobalCare platform integrates couriers and allows you to automate collections and parcel tracking.

Multi-channel strategy

GlobalCare is designed to optimize the customer journey across all channels, whether retail, call center or self-service (web, kiosk or app). Manage all your customer interactions regardless of touchpoint to create a unique and satisfying multi-channel customer experience!

Reduce returns via advanced diagnostics

GlobalCare Returns & repairs incorporates advanced diagnostics for all mobile devices. We aim to reduce the number of returns by promoting self-repair. The module includes an on-device diagnostics component (iOS/Android), as well as a knowledge base offering step-by-step troubleshooting. The diagnostic functions are available online (selfcare), in retail stores and via call centers (with remote OTA capability).

Managing loan products

With GlobalCare Returns & repairs, align your loan-phone processes to your own policies e.g. define whether or not the service should be chargeable based on customer segment. Manage your inventory (in store and warehouse hubs), product mapping and rules, and control the entire lifecycle of loan phones (incl. periodic inventories, cycle counts, refurb and retirement).

Complete traceability

The GlobalCare Returns & repairs platform has a powerful reporting system capable of producing custom dashboards and analytics reports. No more spreadsheets, welcome to the era of control and traceability!

Want to find out how to avoid and reduce costly returns?

The GlobalCare Returns & repairs module comes with a self-service diagnostic tool in order to avoid unnecessary returns. Contact our teams for a live demonstration: <https://sbeglobalcare.com/contact>

GlobalCare Returns & repairs optimizes returns and repairs processes

The GlobalCare Returns and repairs module allows you to reduce and avoid costly returns wherever possible. It optimizes repair workflows and after-sales service turnaround times (TAT) for your customers.



Rapidly configure new multi-channel offers

Personalize offers and user journeys according to customer segment, make, model, country, service policy, warranty status, etc.



Rapidly implement new business rules

Our powerful configuration tools enable you to shorten time-to-market and deploy new offers and programs rapidly.



Streamline your aftersales

Reduce the level of complexity in your aftersales service management thanks to orchestration and automation.



Tighter integration with repair partners and suppliers

Achieve better control of your supply chain while reducing dependencies and reliance on key suppliers.



Designed to integrate with your ecosystem

Delight your customers by offering optimized user journeys that flow seamlessly, thanks to tight system integrations behind the scenes.



Boost customer service responsiveness

Speed up repair request and incident processing times by creating direct communication channels between employees and partners.

GlobalCare Returns & repairs is multichannel & multi-platform

GlobalCare can be configured according to subscriber, partner, agent and internal business rules.



Self-Service Portals

We deliver self-service functionality through web apps that are seamlessly integrated into your digital ecosystems and optimized for the mobiles, tablets and desktops.



Call Centers

GlobalCare can be deployed for your call center agents to quickly arrange shipping for a customer's product to an approved service partner and track existing repair orders.



Retail Stores

GlobalCare can be deployed to retail stores or self-service kiosks, to manage device returns and the allocation of a loan device during repairs.



Contact our teams to ask for a demo:

Our sales team can be reached at:
hello@sbeGLOBALCARE.com or <https://sbeGLOBALCARE.com/contact>



GlobalCare is a SaaS platform designed, developed and maintained by SBE Global, the software development arm of the SBE Group.

With more than 30 years of experience and 2000 employees worldwide, SBE Group is a world leader in after-sales and logistics services for companies in the high-tech sector. Our logistics and digital platforms manage product returns and trade-in programs for many prestigious clients in the insurance, telecommunications and technology industries.