

Introduction

National Warranty Services (NWS), together with a division of NWS, National Computer Services (NCS) is an IT warranty & service specialist, offering high quality Australia-wide on-site warranty, installation, and maintenance services. NWS specialise in on-site warranty, installation, and maintenance, services for PCs, servers, notebooks, and POS equipment, as well as other IT areas, such as network and PABX.

NWS have been operating continuously over seven years.

NWS undoubtedly provide Australia's premium warranties and warranty service. NWS offer a wide range of warranties, with various flexible options in every facet of warranty fulfilment and service to suit any Reseller and Customer need, with inclusions & quality of service just not offered by other warranties or warranty providers.

In addition, NWS provide co-ordinated and managed site installation services, and national roll-outs of PC, POS, network & ADSL infrastructure, on a quoted per site/per machine basis.

NWS have Australia's largest network of IT Service Agents - something over 3,700 around Australia. So for any particular task, we have a choice about who we use, based on location, availability, skills, and history.

Add that to NWS's strong commitment to and record of, outstanding efficient and helpful service for clients and Resellers, and you have Australia's best warranty and IT services.

Location

NWS are headquartered in north Brisbane, but of course provide and manage warranty & installation & maintenance service throughout Australia every day.

Branch Strategy

NWS have a strategy of having no 'cap city' branch structure because this would still have not provided 'face-to-face' Reseller support in the 1,000 towns or more in which we have Resellers & Service Agents, and would therefore be ineffective, unnecessary, costly, and would add very significant management overheads & problems.

This mirrors the rest of our infrastructure and patented systems which are almost entirely Web-based; instead we interact with our Resellers with phone, email, Web Instant Chat, Skype, and our patented Web systems.

Business Strategy.

NWS deliberately adopted a strategy & structure of having NO sales positions or staff. Instead, NWS have only Business Development Managers, and Reseller & Partner Support staff. This is because we believe that our industry, and using NWS & our services is about an on-going long term 'win-win' business relationship and a long-term service commitment.

We see deciding to use a 3rd Party warranty, and other NWS installation & maintenance services, as a strategic business decision for each Reseller or Partner. And we approach it as such, not as a sales decision.

Warranty, Installation & Maintenance Services

This also has major ramifications about how we approach service. NWS is a service business run by service professionals, not, say, an insurance business run by accountants & sales hype (a 'burn & churn' business model).

Delivering quality service is reflected in such practices as - instant parts approval, use of Service Agent parts when available, 10 day payment guarantee, sliding scale of service fees, and much more.

Currently, our NWS 1300 Service Hot Line & Service Centre operate from 9am - 5pm Mon-Fri. And our separate Reseller lines, Web Instant Chat, and Skype are available up to 7pm for Resellers and Service Agents, and on an informal basis during week-ends.

In addition, NWS can provide dedicated support centre service, and on-site service, up to 24 x7 where required.

With over 3,700 skilled Service Agents around Australia, NWS can provide 'arms & legs' virtually anywhere in Australia, to carry out virtually any IT-related task.

