

Repair Depot Services

Reduce your downtime and increase revenue potential with Velocity's fully integrated Repair Depot services, designed to keep your IT equipment in perfect working condition.



Reduce expenses and minimize downtime when repairs are needed

Velocity's Repair Depot services offer access to expertly trained and certified technicians who consistently deliver high-quality repairs. With Velocity's Repair Depot, Break/Fix, and Warehousing and Logistics services, our team of professionals can extend the life of the equipment/devices that your enterprise depends on to stay up and running. Velocity provides quick repair turnaround times, reducing your expenses, minimizing downtime, and managing the complex supply chain while helping your business save on shipping costs. There is no project too complicated for our technicians, who can refurbish equipment, repair devices, and capture data to identify trends in your equipment repairs.

Our regional warehouse network allows Velocity to customize a solution based on your needs, bringing more storage and inventory units online when you need to maintain, support, and add to your physical infrastructure.

VELOCITY AT A GLANCE



Single Provider Accountability

We are the ONE partner for all of your telecom service and support needs.



24/7/365 NOC + Call Center

U.S.-based call center providing around the clock support. Our average call answer time is < 60 seconds.



Field Tech Support

5,500 certified technicians nationwide.

What's Included

- **Repair Depot** – Expertly trained technicians delivering high-quality repairs
- **Logistics and Warehousing** – 31 strategically located regional warehouses and a vast network of available warehouses nationwide provide housing and inventory access
 - **Third-Party Logistics (3PL)** – Network that allows Velocity to offer point-to-point freight movement
 - White glove freight service as our standard of excellence
- **Break/Fix** – Hot-swap program that provides replacement equipment in the event of a repair

Benefits of Repair Depot Services

- Capture valuable repair data to identify trends and common issues
- Optimize your inventory carrying cost and benefit from those cost reductions
- Leverage our knowledge of your inventory to replace parts regardless of shortages or supply issues
- Access to our hot-swap program when your devices break down

Frequently Paired Offerings

- **On-Site Technicians** – Access to a reliable network of 5,500 skilled IT technicians who can be trained to fix your custom equipment and systems
- **Managed Network & Data** – Monitors, supports, and troubleshoots your IT environment to keep your business running smoothly
- **Project Management & Implementation** – End-to-end installation, deployment, and integration services for your IT environment



Questions? 419.868.9983

