

Best Customer Service 2021

INTERNATIONAL

23.10.2020

# Newsweek

## SCIENCE vs. QANON

CAN  
SCIENTISTS  
SUCCEED WHERE  
BIG TECH  
HAS FAILED?



ABU DHABI DH35  
ALBANIA €6.25  
AUSTRALIA \$11.00  
AUSTRIA €6.25  
BAHRAIN BD3.5  
BELGIUM €6.50

CHINA RMB80  
CROATIA HKR70  
CYPRUS €6.50  
CZECH REP CZK180  
DENMARK DKR49.95  
DUBAI DH35

EGYPT E£6.00  
FINLAND €7.60  
FRANCE €6.50  
GERMANY €6.50  
GIBRALTAR £6.05  
GREECE €6.50

HOLLAND €6.50  
HONG KONG HK80  
HUNGARY FT1.800  
IRELAND €6.25  
ISRAEL NIS35  
ITALY €6.50

KUWAIT KD3.00  
LATVIA €6.50  
LEBANON LLL10.000  
LITHUANIA €8.99  
LUXEMBOURG €6.25  
MALTA €6.50

MONTENEGRO €8.30  
MOROCCO MDH70  
NEW ZEALAND \$14.00  
NIGERIA \$3.40C  
NORWAY NKR45  
OMAN OR 3.250

POLAND PLN28  
PORTUGAL €6.50  
QATAR QR65  
MALAYSIA RM27.90  
ROMANIA LEI 42.00  
SAUDI ARABIA SR35.00

SERBIA RSD1035  
S LEONE SLL30.000  
SINGAPORE \$11.95  
SLOVAKIA €6.50  
SLOVENIA €8.50  
SOUTH AFRICA R55.00

SPAIN €6.50  
SWEDEN SKR60  
SWITZERLAND CHF8.90  
UK £4.95  
US \$9.99  
ZIMBABWE ZWD4.00



# Maintenance with the *Monozukuri* touch

With a 99% repair success rate, Kyosai Technos utilizes its advanced technological know-how cultivated over many years of manufacturing experience to offer unrivalled maintenance services for old electronic equipment no longer supported by the original manufacturers.

Japan has long held a deep reverence for machines and the art of manufacturing. As such, *Monozukuri* craftsmanship is not only concerned with the creation of new products of the highest quality, but also the restoration and upgrading of older machines and equipment.

That is certainly the case for Kyosai Technos, which offers repairs and maintenance services for various types of electronic devices, mainly in the fields of medical care, communications and measuring equipment.

As a "Total Multi-Vendor Service" provider, Kyosai Technos boasts a unique busi-

ness model – the Kyosai Life Extension Service (KLES), which is oriented around the repair, redesign and upgrade of older devices no longer supported by the original manufacturers.

Strategically located at the free trade zone at Kansai international airport, the company's 'Global Repair Service' center comprises of the bonded factory, in which the company's skilled technicians repair devices and equipment from all over the world, while also offering clients calibration of measuring instruments.

Since its establishment, Kyosai Technos has repaired more than 30,000 units and proudly maintains a 99% repair success rate; while its 90-day warranty scheme and "preventative maintenance" practices are testament to the company's commitment to client satisfaction.

"When a defective device appears, we have accumulated know-how by thoroughly investigating the cause and thoroughly preventing recurrence," says president, Tsutomu Usui.



"We have transformed our business into a leader in the maintenance service industry with the highest level of technology"

Tsutomu Usui, President,  
Kyosai Technos, Co., Ltd.

"We believe that our maintenance service has reached a level where it can be highly evaluated all over the world, and which cannot be easily imitated elsewhere. Using the know-how cultivated in the manufacturing industry, we have transformed our business into a leader in the maintenance service industry with the highest level of technology."

Today, IoT technology is enabling Kyosai Technos to offer state-of-the-art diagnostic and maintenance services, as well as to monitor and control the operating status of devices 24 hours a day, 365 days a year.

"We aim to evolve our 'Total Multi-Vendor Service' by incorporating new technologies such as AI, IoT, and robotics," adds Mr. Usui. "Furthermore, we strive to become a major player by making our unique KLES model well known globally."

This year, Japan's Ministry of Economy, Trade and Industry selected Kyosai Technos as one of the nation's '100 Global Niche Top Companies', in recognition of its unique position within the maintenance services industry.

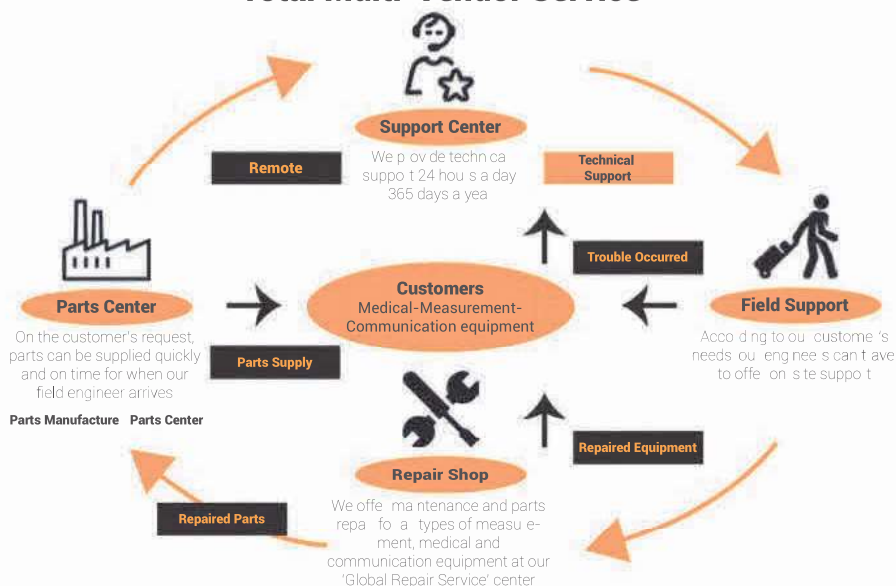
**KYOSAI**  
www.kyosaitec.co.jp

**Quick repair with Japan quality "Laundry Service"** G R S  
Global Repair Service

Support for all kinds of devices

Kyosai Technos repairs devices from around the world at bonded factories at Kansai International Airport

## Total Multi-Vendor Service



We support customers by providing total engineering services with our  
Call Center, Field Service, Repair Shop and Parts Center