

DEPOT & ADVANCED EXCHANGE SERVICES

THE BACKBONE OF YOUR TECHNOLOGY SUPPORT

NewBold's national depot operations power everything from device repair and refurbishment to staging, imaging, kitting, and advanced exchange. When a device fails, we ship a pre-configured replacement same-day while we repair yours — extending asset life, reducing capital spend, and keeping your locations running. Authorized Repair Center for major OEMs. No third parties, no delays.

DEPOT OPERATIONS AT SCALE:

140,000

Devices
Processed
Annually

Same-Day

Replacement
Shipping

98%

Service Level
Attainment

OEM

Authorized
Repair Center

WHAT MAKES NEWBOLD DIFFERENT?

- Replace, Don't Wait:** When a mission-critical device fails, a pre-configured replacement ships the same day. Your location is back up while we repair the failed unit at our depot
- Extend Asset Life:** Advanced exchange programs prolong the life of your IT assets by repairing and rotating devices instead of replacing outright, deferring capital replacement costs.
- Authorized Repair Center:** NewBold is an Authorized Repair Center for major OEMs. Repairs are performed to manufacturer specs with genuine parts, maintaining warranty and device integrity
- Full Chain-of-Custody:** Every device is tracked from receipt through triage, repair, testing, and redeployment. Serialized asset tracking with audit documentation for compliance and accountability
- Staging & Pre-Configuration:** Devices arrive ready to install. Custom imaging, application loading, configuration to your specs, and kitting with accessories — so techs can plug in and go
- Integrated with Support Services:** Depot operations are directly connected to NewBold's 24/7 help desk and nationwide field dispatch. One team coordinates from incident through resolution — no handoffs to separate repair vendors

REPAIR & REFURBISHMENT

- Secure receiving, triage, and diagnostic testing
- Component-level repair to OEM specifications
- Authorized Repair Center for major manufacturers
- Quality assurance testing before redeployment
- Rapid turnaround minimizing downtime

ADVANCED EXCHANGE

- Pre-staged, pre-configured replacement devices
- Same-day shipment upon failure notification
- Plug-and-play arrival — configured, tested, ready to install
- Reverse logistics for return of failed equipment
- Extends IT asset life and defers capital replacement costs

STAGING, IMAGING & KITTING

- Custom device imaging and application loading
- Configuration to client specifications and standards
- Firmware updates and patch management
- Kitting: Accessories, cables, and documentation
- Serialized tracking: Warehouse to deployment

WARRANTY & OEM MANAGEMENT

- OEM warranty claims processing, coordination and status tracking across device fleet
- Genuine OEM parts for authorized repairs
- End-of-life and end-of-support tracking
- Refresh recommendations based on failure data and lifecycle

INVENTORY & LOGISTICS

- Buffer stock and safety inventory management
- Inventory planning based on failure rates and demand
- Secure, climate-controlled warehousing
- Ship to individual locations or regional hubs
- Real-time inventory visibility and reporting

TECHNOLOGY COVERAGE

- POS systems, registers, and peripherals
- Payment devices (via PCI-certified KIF)
- AIDC — scanners, printers, mobile computers
- Networking equipment, kiosks, and digital signage
- Servers, UPS systems, and back-office

HOW ADVANCED EXCHANGE WORKS



READY TO REDUCE DOWNTIME AND EXTEND ASSET LIFE?

Let's discuss how NewBold's depot operations and advanced exchange programs can protect your revenue and optimize your technology spend.