

# Bizcom 101: An Introduction

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# Who We Are

Distinguished service provider for  
Multinational Corporations with global solutions

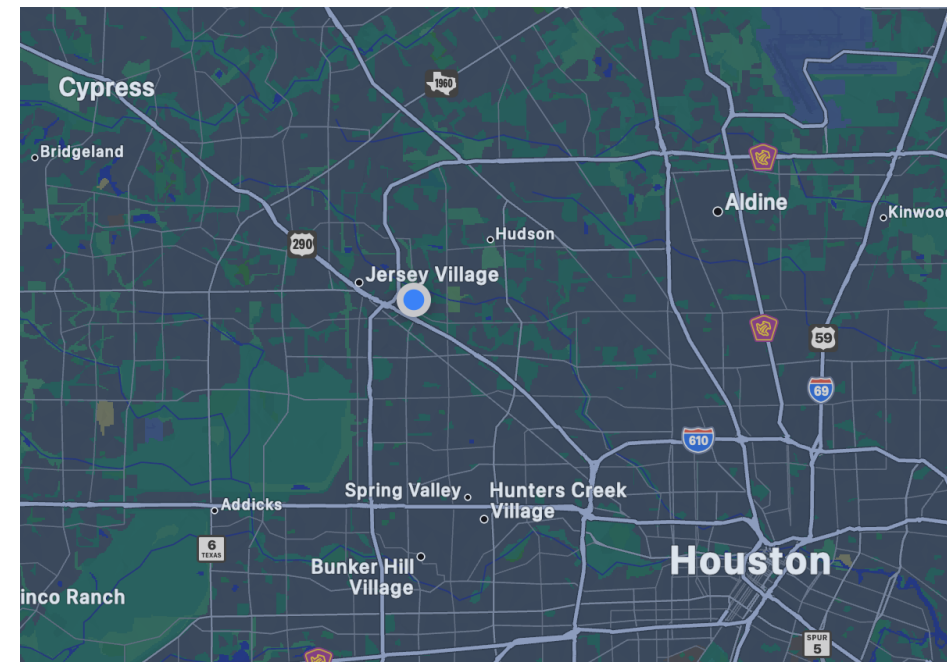
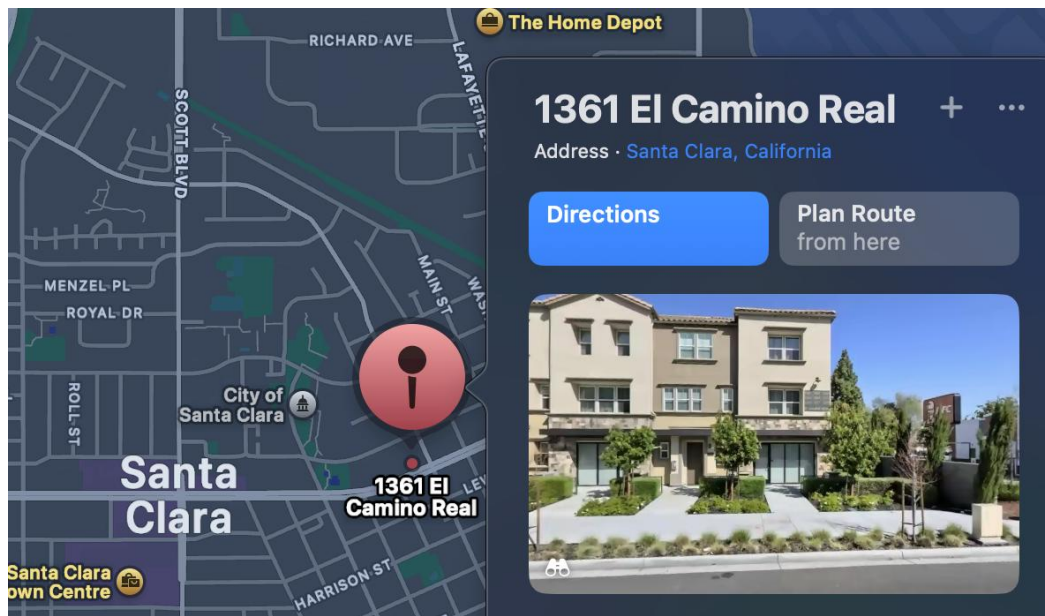
- Allow customers to concentrate on their core business

Work with our partners to:

- Innovate creative solutions
- Lower cost/performance indices
- Exceed customer's expectations

# Our Locations

- HQ: 1361 El Camino Real, Santa Clara, CA 95050
- Facility: 7211 Gessner Rd, Houston, TX 77040



# Our Mission

Aftermarket  
Service

ECO  
(Engineering  
Change Order)

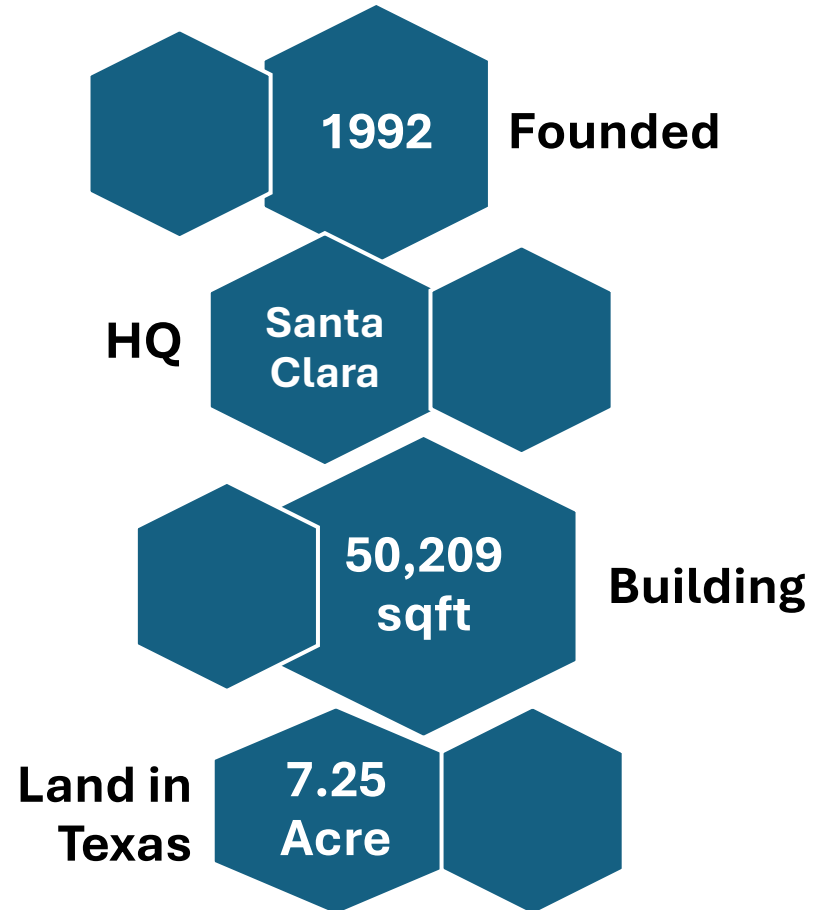
Configuration

Refurbishment

Logistics

Supply Chain  
Management

# History of Bizcom



# History of Compal

Founded 1984

Bizcom Parent Company

HQ in Taipei, Taiwan

Global leader in OEM electronics manufacturing

30,000+ employees globally

Locations in Taiwan, China, Vietnam, Poland, Brazil, Mexico, and the U.S.

# Our Services

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ISO

9001:2015

FRU Repair

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Board FA and Repair

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Configuration

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Part Sourcing/Distribution

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Computer refurbishment

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Hub services

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Light manufacturing

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# Products We Serve

Laptops/Chromebooks

AIO/Desktop PCs

PC Boards

IoT Devices

Smartphones/Smart watches/Tablets

LCD/LED TV

Cable modems

Medical equipment

Hard drives

Surveillance systems

Service  
Capability

Depot Repair

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Board Repair L2-L4

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IoT Device Manufacture

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Device refurbishment/rebuild

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Packaging material supply

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Hub management & order fulfilment

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CRM (customer relationship management)

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RTV (Return to Vendor)

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Direct shipping/receiving

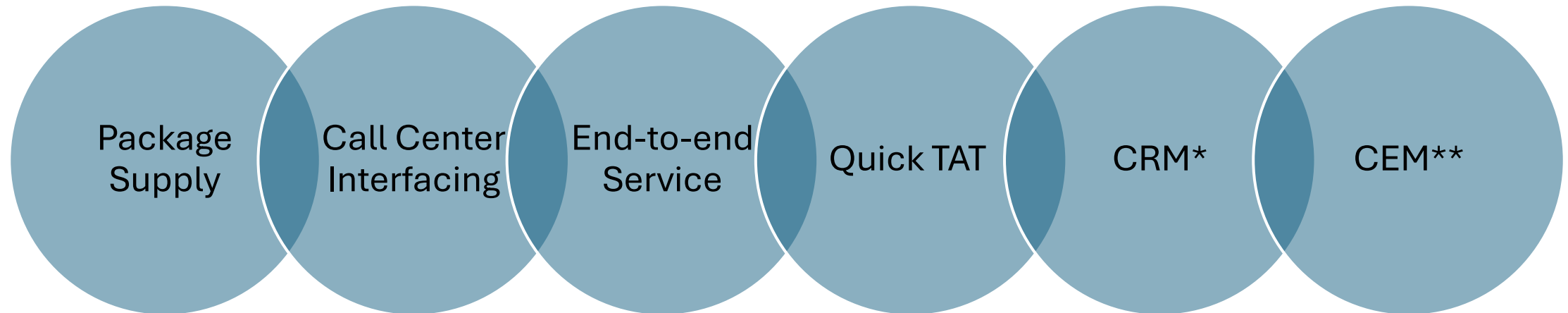
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LCD Repair

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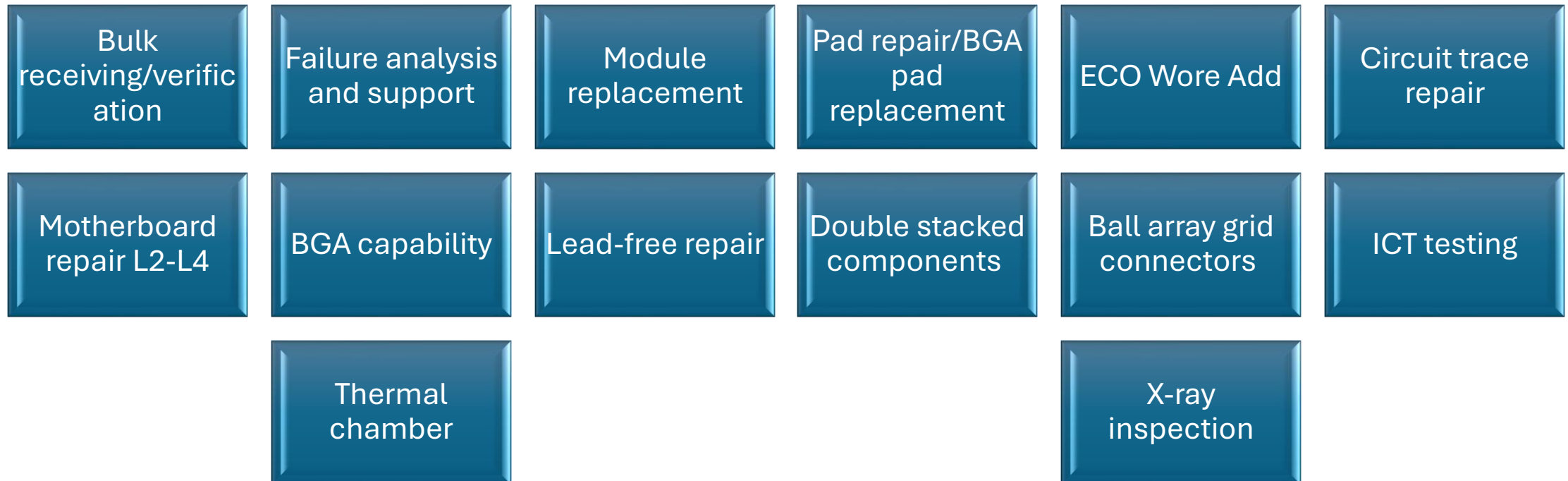
# Depot Repair



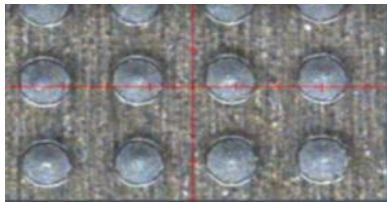
\* Customer Relationship Management

\*\* Customer Experience Management

# Board Level Repair



# Continued



High Speed Solder Dispensing

SMD Auto-pick,  
Alignment, and  
Placing

BGA Rework  
System

Hot Air Flow  
Line

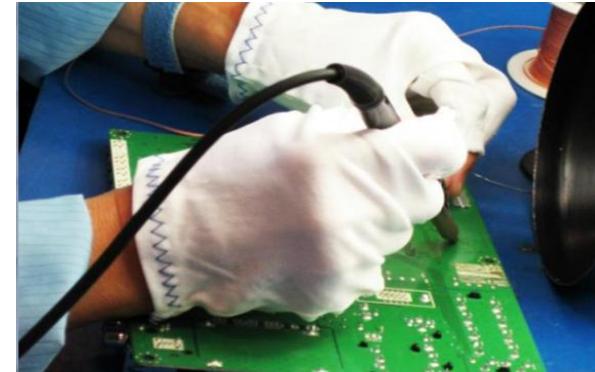
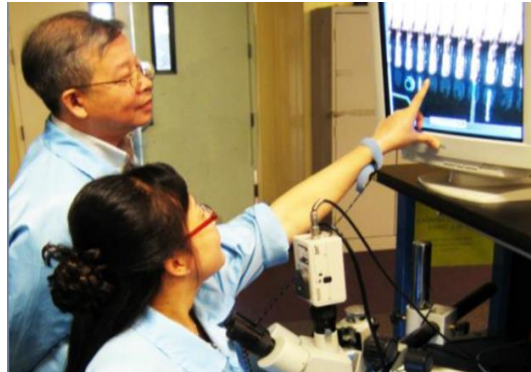
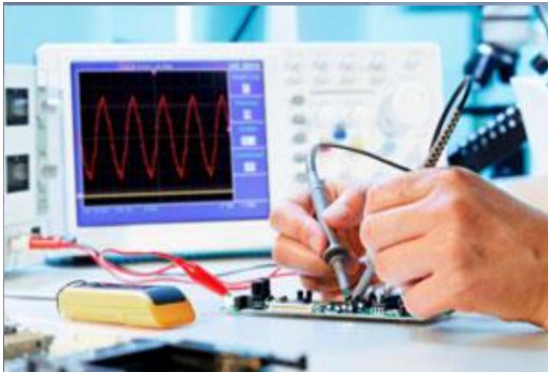
Flying Probe  
Tester

Auto-position  
Calibration

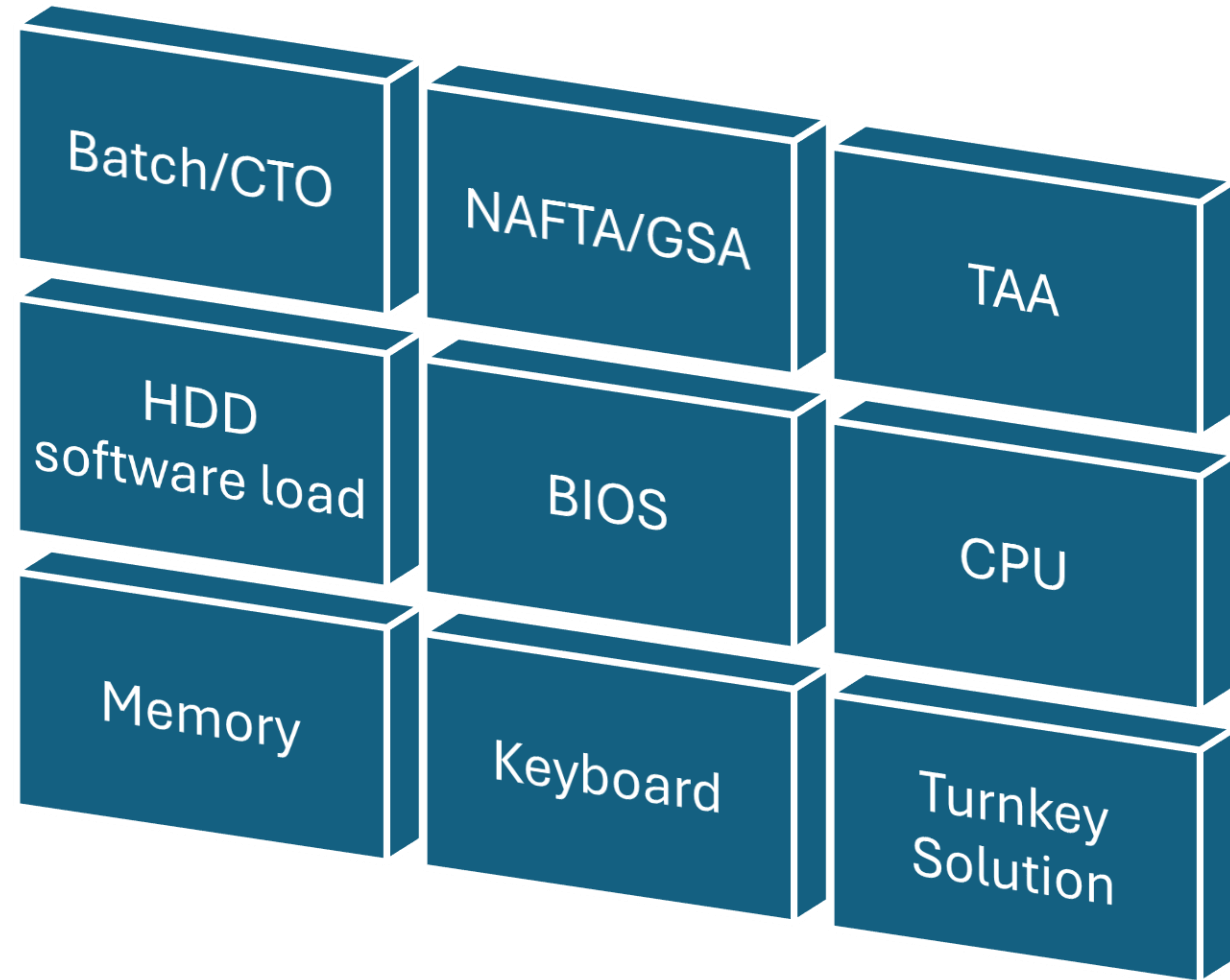
Multi-board  
Alignment

# ECO (Engineering Change Order)

- Aids in design cycle
- Incorporate new technology
- Increase customer inventory velocity



# Configuration Services



# Refurbishment



Return logistics

Product inspection

Product repair

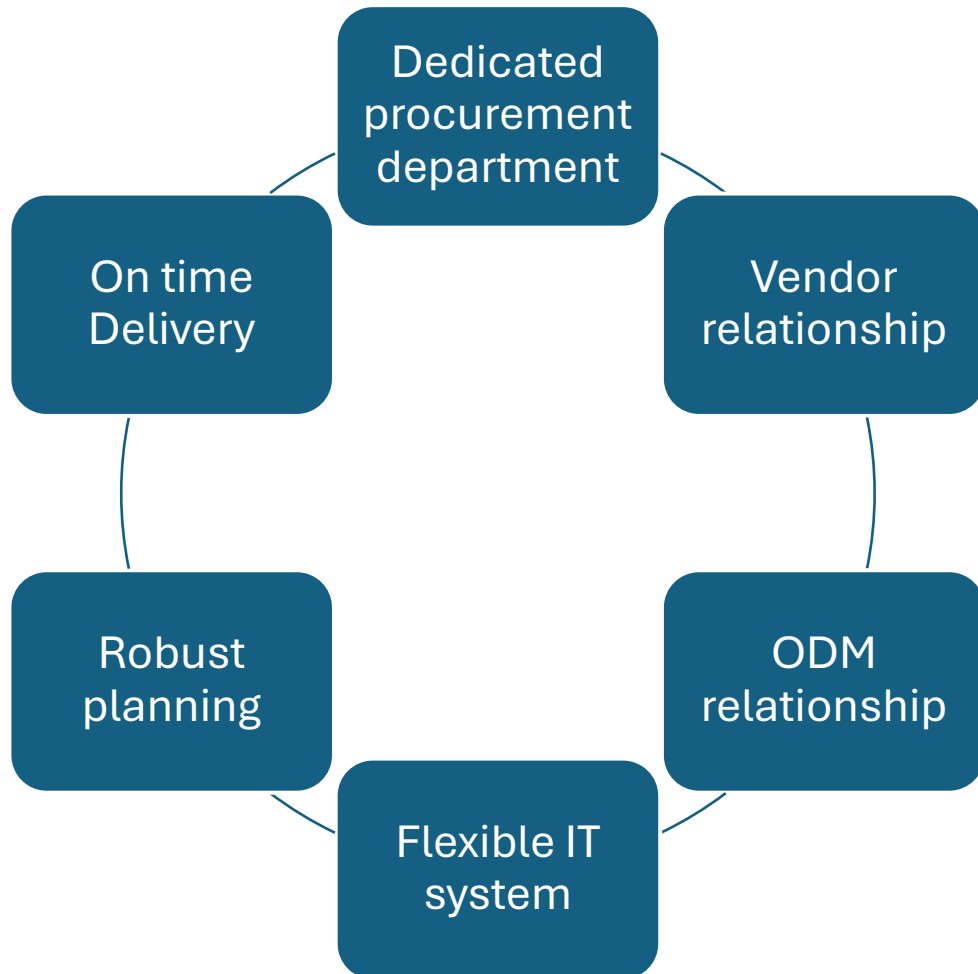
Product upgrades

Remanufacturing

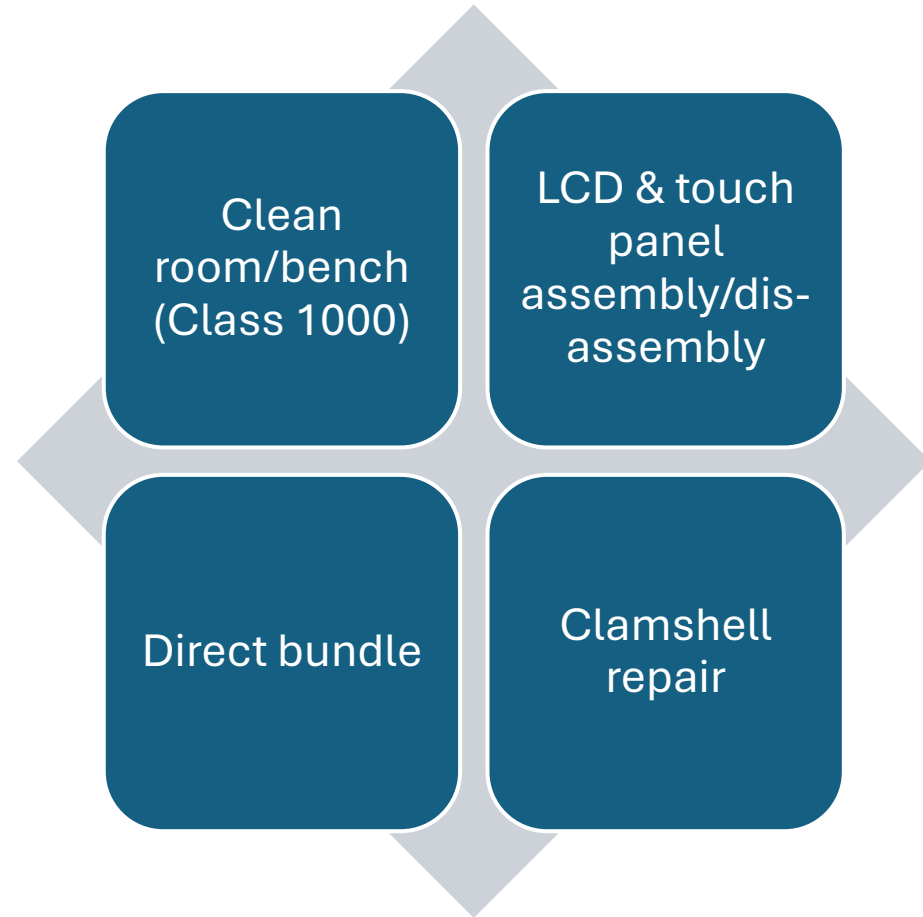
Asset recovery

Quality feedback

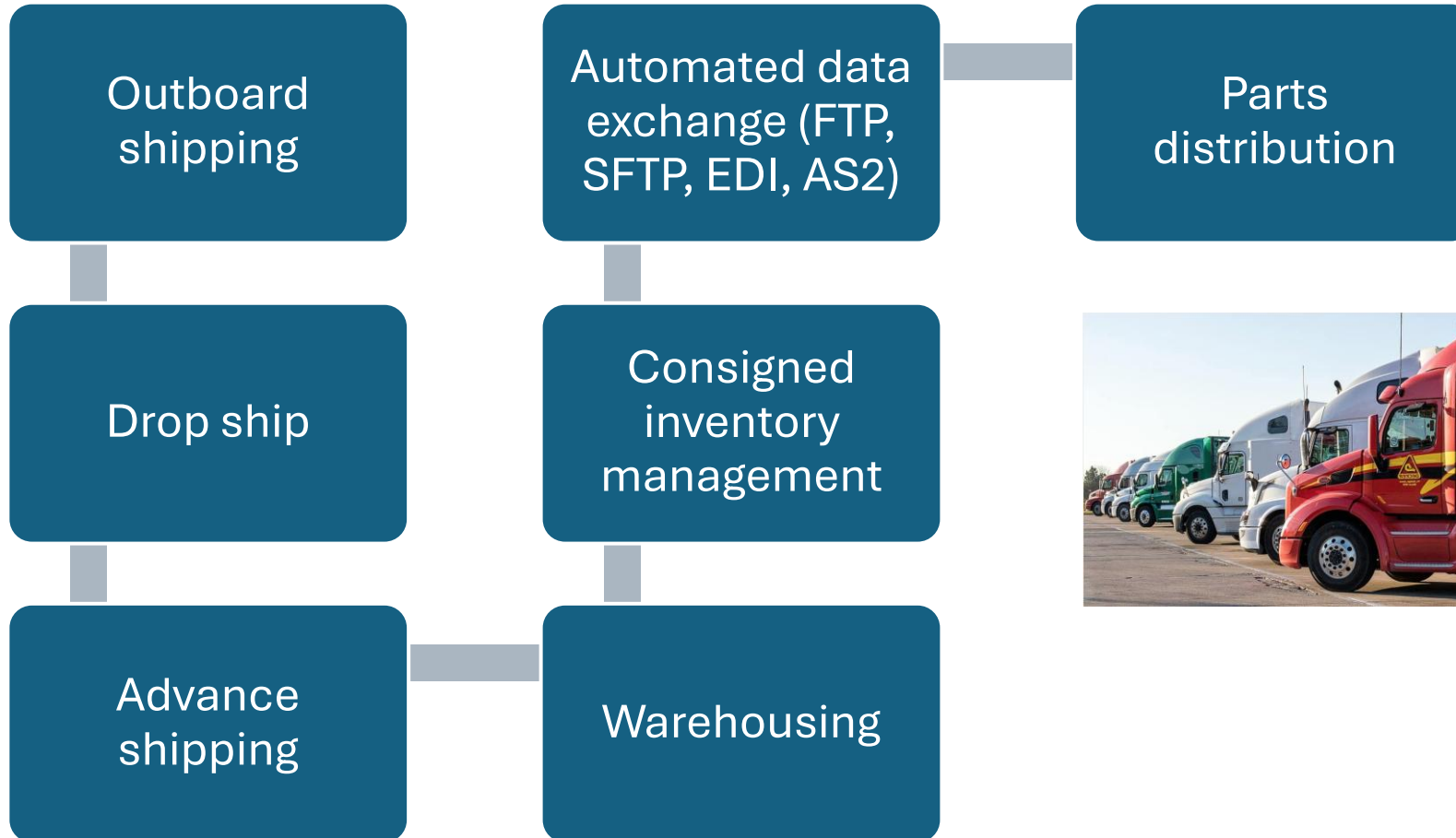
# Parts Fulfilment, Accessory Sourcing, and Distribution



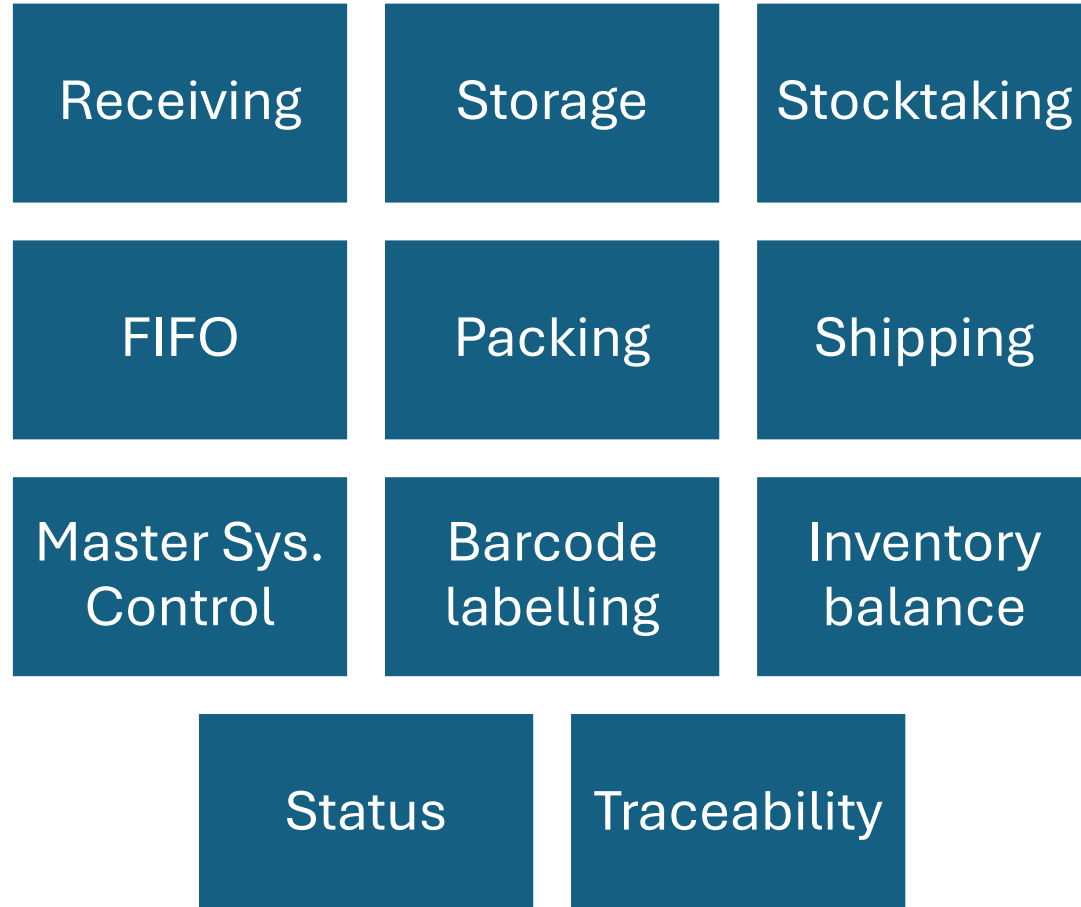
# LCD Repair



# Logistics



# Warehousing



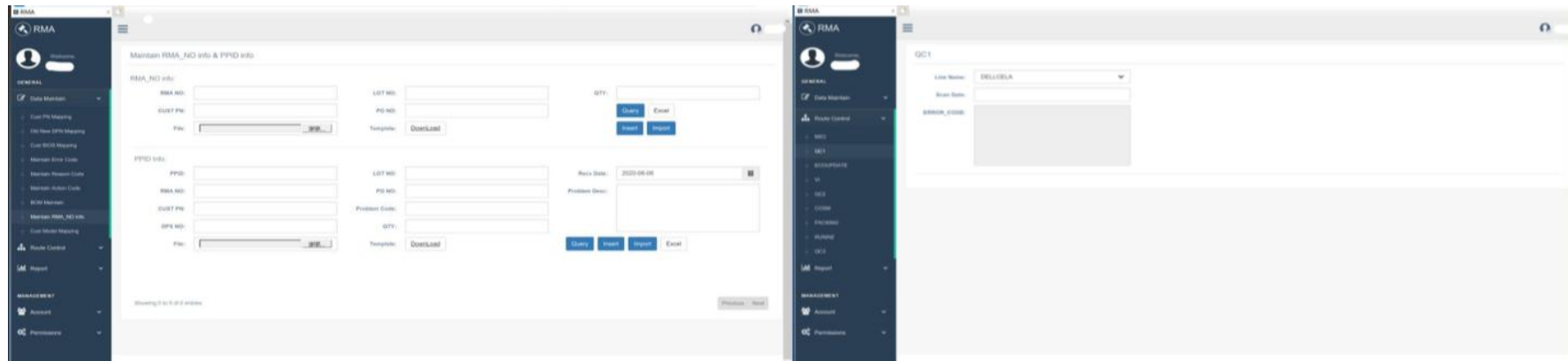
# Quality Control



As a part of Compal, we are  
**ISO 9001:2015 Certified**

# SFIS: Shopfloor Information System

- In-house software to manage our end-to-end process
- Microsoft Power BI combines unrelated sources of data into coherent, interactive insights for daily operation.



# IoT Device Manufacturing



# Thank you

