



Press release

Renaissance launches new 24/7 contact centre and state of the art specialist 'clean room' screen repair facility

Auckland, 20 October 2010

Renaissance (NZX: RNS) today announced that it has launched a new 24/7 contact centre service and specialist 'clean room' screen repair facility.

Renaissance Services' new 24/7 Contact Centre, based in Onehunga, provides a one-stop shop where business or consumer customers can ring for assistance at anytime of the day or night. In addition to providing technology support, Renaissance Services also provides operational, project and development services to New Zealand businesses, from design and implementation through to optimisation and retirement.

"Over the past few years, we have seen more and more calls coming through outside of the traditional '9-5' workday. With New Zealand being such an export led economy, we are seeing more businesses operate into the evenings to take account of geographical time differences," says James Cowie, Chief Services Officer.

"Our role doesn't end with supplying the right technology solutions to our clients. We want to be there if any issues arise, no matter what time of the day or night, in order to sort them out and ensure that our customers can be fully functional as quickly as it possible."

The number is 0800 4 YOOBEE (0800 4 966 233), named after Renaissance's new creative brand. Previously Renaissance provided customers with bespoke 0800 numbers for different specialities and technology groups, with service available between traditional working hours only. Renaissance's new Contact Centre means that all of these numbers have been rolled into one, offering convenience for its customers and enabling Renaissance to better manage the flow of calls internally.

Cowie says there has been a lot of positive customer feedback about the upgraded contact centre service, which receives about 600 calls a day, with customer satisfaction rising to sit consistently above 90% since the new service was introduced. This positive feedback is backed up by a recent Consumer New Zealand computer survey on after-sales service.

"There is nothing more frustrating than knowing work is piling up and not being able to use technology in the way it is meant to be used. The mission of our group is to make technology use a pleasant experience, whether it is in the home or office. We are available 24 hours a day on the phone, and we have technicians based

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throughout New Zealand who can reach any customer within four hours during the day. The whole point of having service and support is to take the worry out of technology and that is what we aim to do,” said Cowie.

In addition to now being able to provide 24/7 service, Renaissance has also invested in the development of New Zealand’s only dedicated services clean-room for repairing high definition displays. The advanced positive air pressure and filtration system, combined with UV lighting, means that screens can be repaired in a minimal dust environment.

“Even the most minute dust spec, when back-lit, provides an annoying spot on the screen when viewed by a customer. Therefore we have to spend a lot of time ensuring we meet the highest standards of screen repair. This facility has also had the benefit of cutting our repair time down by 80%, which frees up our specialists to further help our customers in other areas, and supporting our customers is what we are all about, “ concluded Cowie.

~Ends~

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About Renaissance

The Renaissance Group enables creativity in nearly all facets of the digital economy in New Zealand. Renaissance’s activities extend into technology distribution and retail, serving the ICT needs of educational institutions; technical service and support; training; network infrastructure design and application development; assembling PCs and servers; and vocational education.

The Renaissance distribution business provides brand management for a number of well-known, high-quality vendors, and has represented Apple in New Zealand for over 25 years. The company also runs MagnumMac, the largest Apple specialist retail chain in New Zealand, and on-campus retail chain, StudentIT.

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