

Oktagon Szerviz Kft.
Authorized **Samsung Service Provider**

„Tradition, competency and reliability”



Oktagon Szerviz Kft. history

- 1913 - János Kremenczky established the Hungarian Wolfram Lighting Factory, from where set-up the Orion factory with the name of Orion Electricity Rt. in 1924
- Our company is operating as part of the Orion Radio and Electricity Company since 1948 as authorized repair center



Oktagon Szerviz Kft. history

- Oktagon Szerviz Kft. main service center is operating in the city center, under the address of Teréz körút 24. since the beginning
- Our building built in 1875, Edison coffee house and restaurant run in the building for a long time with beautiful stylish design
- Oktagon Szerviz Kft. owned by private person, the location size is 1.580sqm all together



Oktagon Szerviz Kft. history

- Since 1986 the service center started to operate as subsidiary of the Orion factory
- In 1989 during the privatisation the company changed to a limited liability company, and the owner got a private person, Péter Tóth
- Since 1989 there is no change in the ownership structure, Zoltán Végh is the service manager since 1976



Oktagon Szerviz Kft. History and interests

- Main business area is repair and maintenance, plus its related activities
- Top of the service business, we had interest in stores selling electronic products, travel agency and pharmacy also
- We run customer service and sales points as business partners of telecommunication companies at various locations of Budapest (Alcatel, Matáv, Westel/Telekom)
- Real estate management is still part of our activities



Oktagon Szerviz Kft. History and interests



Oktagon Szerviz Kft. And Samsung

- Our repair activity focused only for Orion products' repair at the beginning
- Inline with Samsung Electronics Hungary establishment, Oktagon Szerviz Kft. authorized as the first repair center of Samsung in Hungary
- After the cooperation kick-off till the mobile phone technology expansion, the main focus was the repair of audio-video and home appliance goods
- Our central repair center operation could be separated for 2 parts like onsite service team and central repair area, where products are delivered by our own van fleet cannot be repaired on the spot



Oktagon Szerviz Kft. and mobile phone technology

- In 1997 started to repair Samsung and Panasonic mobile phones as instore repair center and central repair center also
- Between 1989-2007 we collected the faulty Samsung handsets from Westel/T-Mobile and Vodafone stores as the central repair center of Samsung, then transferred back the units after repair with our own logistic solution
- We established a nationwide service network for mobile phones sold by Pannon GSM/Telenor
- Between 2002-2008 Oktagon Szerviz Kft. operated as central repair center of LG mobile phones



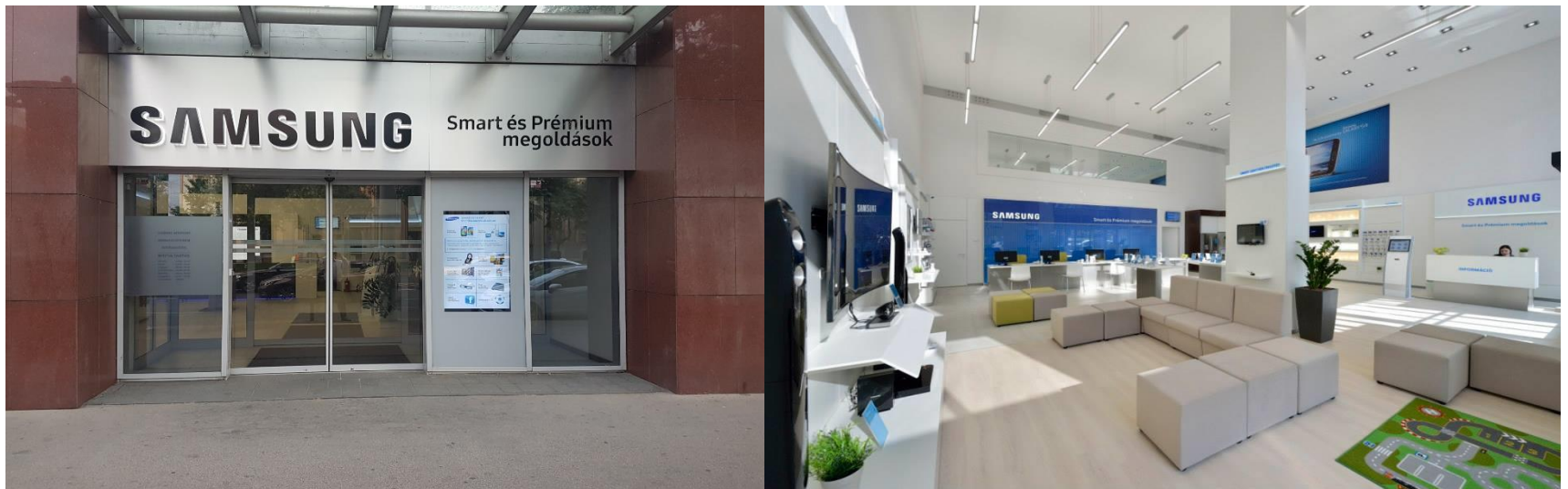
Development of Oktogon Szerviz Kft.

- Because of the downsizing of Orion factory operation, the number of Orion products started to decrease and the majority of repairs came from Samsung
 - For example in 2003 Orion brand repair share was 16%, and the Samsung one reached 84% level
- In the past 15 years we continuously upgraded our service center infrastructure, plus some space expansion was also essential
- In 2006 we established our nationwide service network for AV and HA goods also
 - We have subcontracted partners in every counties in Hungary still on board



Oktagon Szerviz Kft. and the biggest Customer Service Plaza in Europe (2014)

- In April, 2014 Samsung opened its Smart and Premium Solution Hub at the address of Váci út 30.
- Its a 320sqm location with product showroom and instore service solutions in the heart of Budapest
- We do instore repairs for mobile phones and small size home appliance with the highest level technology
- In our showroom customers can meet and test the brand new Samsung products like refrigerators, washing machines, mobile phones, tablets and Smart TVs also
- As very first time in Europe, customers could evaluate their service experiences via a tablet base solution

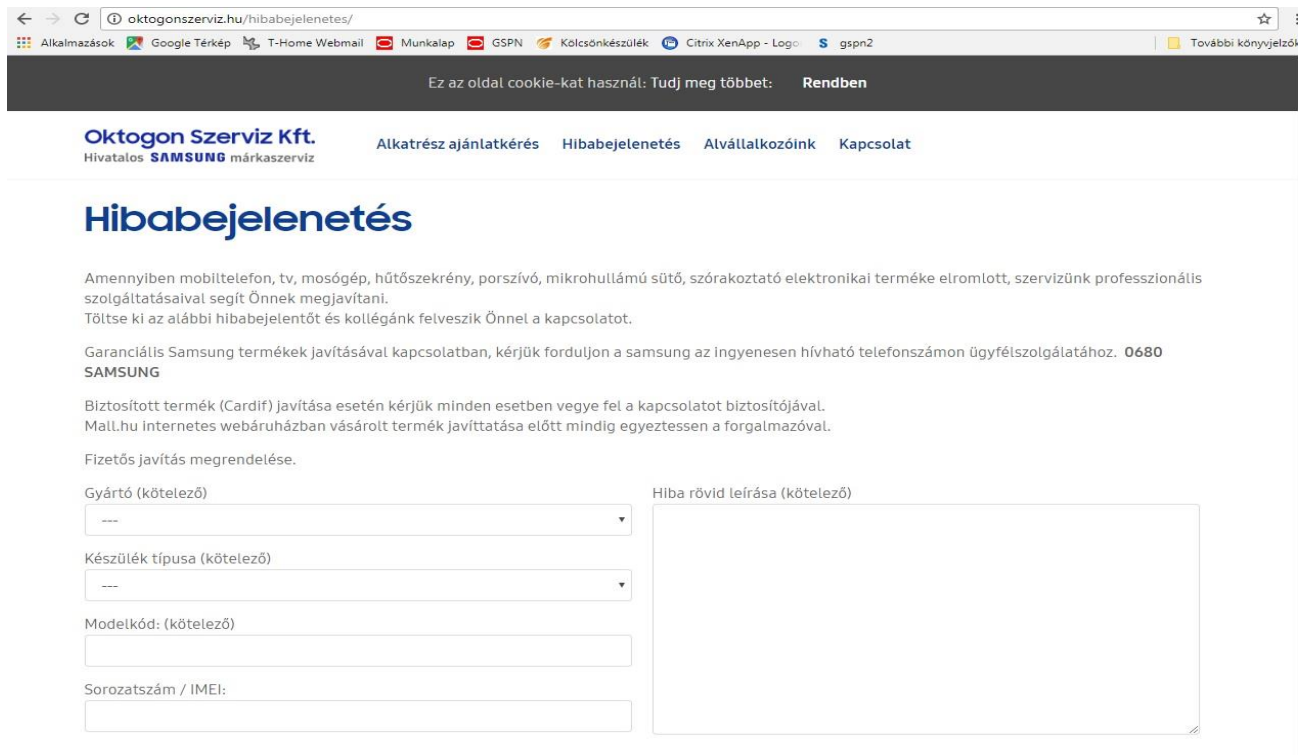


Smart and Premium Solution center - 2017



Oktagon Szerviz Kft. IT infrastructure

- Inline with the high level customer needs, Oktagon Szerviz Kft. developed its own IT infrastructure in 2015
- Thanks to the continuous development of its system, customers can request the repair of their faulty devices on the webpage of Oktagon Szerviz Kft, plus they can monitor/track the repair status also



The screenshot shows a web browser window with the URL `oktogonszerviz.hu/hibabejelentés/`. The page header includes the company name 'Oktagon Szerviz Kft.' and navigation links: 'Alkatrész ajánlatkérés', 'Hibabejelentés', 'Alvállalkozóink', and 'Kapcsolat'. The main heading is 'Hibabejelentés'. Below it, there is a paragraph explaining the service: 'Amennyiben mobiltelefon, tv, mosógép, hűtőszekrény, porszívó, mikrohullámú sütő, szórakoztató elektronikai terméke elromlott, szervizünk professzionális szolgáltatásaival segít Önnek megjavítani. Töltse ki az alábbi hibabejelentőt és kollégánk felveszik Önnel a kapcsolatot.' This is followed by a guarantee statement for Samsung products: 'Garanciális Samsung termékek javításával kapcsolatban, kérjük forduljon a samsung az Ingyenesen hívható telefonszámon ügyfélszolgálatához. 0680 SAMSUNG'. A note about Cardif warranty is also present: 'Biztosított termék (Cardif) javítása esetén kérjük minden esetben vegye fel a kapcsolatot biztosítójával. Mall.hu internetes webáruházban vásárolt termék javíttatása előtt mindig egyeztessen a forgalmazóval.' The form itself is titled 'Fizetős javítás megrendelése.' and contains several input fields: 'Gyártó (kötelező)' (Manufacturer), 'Készülék típusa (kötelező)' (Device type), 'Modelkód: (kötelező)' (Model code), and 'Sorozatszám / IMEI:'. To the right of these fields is a large text area labeled 'Hiba rövid leírása (kötelező)' (Brief description of the error).

Oktagon Szerviz Kft., as business partner of the biggest insurance companies

- Since 2015 as the exclusive partner of Cardif Insurance company, all audio-video and home appliance goods sold by Auchan and Média-Markt repaired by Oktagon Szerviz Kft covering all brands
- Such a system works for the products sold by mall.hu since 2016
- In 2017 we made an agreement with Mars Kft (partner of AB Aegon Insurance), where extended our partnership for flat insurances on nationwide level covering big size AV and HA goods also



Oktagon Szerviz Kft. and LIDL



Oktagon Szerviz Kft. philosophy

Our company is working on a business area, where continuous innovation and following the new technologies is essential to get successful!

