



Media Release
21st October

Solvup proud winner of Premier's Sustainability award

Solvup, Victorian-developed technology that is leading the sustainable retail return movement, has won the Innovative Products or Services category in this year's Premier's Sustainability Awards.

Return rates of consumer goods - generally electrical products such as laptop computers, smart phones and televisions - are increasing at an alarming rate, largely due to items perceived as faulty.

Solvup is a cloud-based technology used by retail stores and call centres that improves sustainability outcomes as products that are able to be fixed are given an extended lifecycle, instead of being discarded and replaced, resulting in excessive landfill.

In 2015, solvup facilitated 711,673 cases that were either solved with troubleshooting, repair or return/exchange. 120,000 products were repaired with estimated carbon savings of 1,008 tonnes, by extending useful life-cycles.

"Each year we continue to discover the passion Victorians have for protecting their environment and thinking creatively about new sustainable practices," says CEO Sustainability Victoria, Stan Krpan.

"Our state has an excellent track record of delivering innovative projects that benefit our environment and the community through efficient waste management, resource recovery, and new technologies for clean energy.

"Congratulations to all of this year's winners. Your contributions will have positive long-term effects on our society and our way of life."

The solvup platform is designed to ensure the best customer service and sustainability outcomes while minimising supply chain costs.

Solvup is powered by TIC Group, Australia's leading reverse logistics company.

"This prestigious award is recognition of the strong commitment Solvup and the wider TIC Group has to promoting sustainable solutions to retail and business problems," said Adam Joel Managing Director of TIC Group's Reverse Logistics Business.

"Solvup has changed the way retail customer returns are handled for the better," said Mr Joel.

The system is all about ensuring higher customer satisfaction and giving retail goods an extended lifespan.

"So many retail products are returned when there is little wrong with them and a simple repair or troubleshoot will ensure the product reaches its extended life-span," said Mr Joel.

“TIC Group’s innovative Solvup platform helps to reduce the number of retail goods being discarded or thrown on landfill. It’s fantastic news for customers and the environment,” he said.

Solvup is a unique and efficient system that can handle all returns, replacements or repairs from a retail storefront, call centre or on-line site.

It will choose the correct course of action and track the items progress to a repairer and back, while troubleshooting at the point of return helps avoid no fault found returns ensuring high customer satisfaction.

Drawing on a global network of vendors and repairers whilst delivering timely business insights, Solvup provides the best and most sustainable product repair or replacement outcome for retailers and consumers alike.

TIC Group is an Australian company founded by Melbourne entrepreneurs Mark Gandur and David Harris. The company has innovation in mind and sustainability at heart, and has been operating for over 27 years.

TIC Group also established the world’s first garment hanger re-use program and has just opened Australia’s first automated mattress recycling facility.

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For further information about TIC Group visit www.ticgroup.com.au