

Dixons Carphone Buys Infocare Workshop

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Elkjøp, the Dixons Carphone Nordic division, acquires regional service and repair specialist Infocare Workshop. The financial details of the acquisition are not available.



Infocare Workshop has 4 repair sites located in Kongsvinger (Norway), Helsinki (Finland) and Växjö and Linköping (Sweden). It employs 300 people and completes 3-400000 repairs annually.

As the retailer puts it the Infocare Workshop acquisition allows Dixons Carphone to own the complete end-to-end customer service journey in the region, with Elkjøp (under the KNOWHOW service brand) providing more consistent service repair levels.

“People today are more dependent than ever on 24/7 connectivity and we know how vital it is to access fast, simple and reliable repairs when your tech goes wrong,” the retailer says. “We are delighted to secure this key part of the Nordic value chain, ensuring our KNOWHOW brand can maintain the high quality aftersales services levels we are known for whilst we look to further grow the business and develop our range of direct to consumer services.”

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