

Advanced Customer Care



Driving success with proactive support

We recognize that each installation of our product is unique and that preparedness is the best way to ensure customer satisfaction. Our Advanced Customer Care program proactively supports our valuable customers through four stages that communicate, support, train and inform on the pertinent details of the installation, service and warranty of our products.

Goal: Deliver unsurpassed communication, preparation and support of our customers' installation and service of our products.

Capabilities Assessment

We understand that each of our customers have a unique experience profile and may be less familiar with some of our products over others. Before an upcoming product installation, our goal is to create a customized training and installation plan that ensures the best level of preparedness possible.

COMPONENTS

- Discuss installation, service and warranty capabilities relative to the products to be installed.
- Recommend training options with the customer based on the initial discussion.



Installation Coordination

An upcoming installation involves several different parties and responsibilities converging into several days that are often a moving target due to other project dependencies. It's easy for surprises to happen due to miscommunication. This is where Boon Edam steps in to prepare the customer through proactive communication, training and support.

COMPONENTS

- Discuss the Scope Of Work with the customer.
- Review with customer's project manager all installation and site requirements, including manpower and tools needed, forklift capabilities, etc.
- Fine-tune training needs and setup a training schedule.
- Provide commissioning support for access control integration and building safety tie-ins for fire/emergency.



Training

Boon Edam's flexible and comprehensive training program are proven to maximize pre-job coordination, minimize installation time and improve customer relations with timely service and maintenance.

TECHNICAL TRAINING DETAILS

- Types of training:
 - Installation
 - Service
 - Planned maintenance
 - Certification
- Places of training:
 - On-site
 - Webinar
 - Boon Edam Inc. headquarters
 - Customer facility

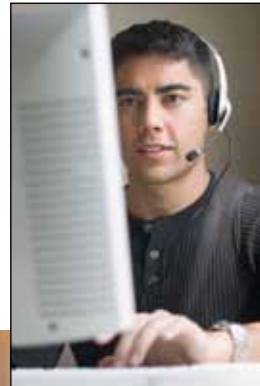


Review

Once the installation is complete, there is an opportunity for both the customer and Boon Edam to learn from the project and improve their coordination together on future projects. A continual feedback process enriches the partnership and ultimately drives improved customer satisfaction.

COMPONENTS

- Finalize project completion and commissioning documentation with customer.
- Review the installation and re-assess capabilities.
- Recommend additional training if needed.



Our commitment

Our commitment is to differentiate Boon Edam from others by driving customer satisfaction through:

- Trained and competent service providers
- Optimal product knowledge
- Unequalled communication
- Timely customer service
- Full and comprehensive training programs
- Technical expertise
- "Getting it right" the first time - no surprises!

Dedicated regional support in the Americas

Boon Edam employs over 950 people worldwide with manufacturing companies in the USA, The Netherlands and China. In the Americas, we offer dedicated, regional support for our wide network of dealers, resellers and service providers through local business development managers and our Customer Care office at our USA headquarters in North Carolina.



Boon Edam operates a policy of continuous refinement and improvement and therefore reserves the right to modify design and details at any time.

ACC-0812