

Customer Service

Review & Vision



Agenda

- The Customer Service Team
- Survey Results
- Recent Improvements
- Future Innovations



The Customer Service Team



Customer Service Vision

Making Digital Broadcasting **Work.**

Nautel Customer Service



2100+

Individuals helped



92

Countries serviced



Remote Technical Support



Onsite Repair & Troubleshooting



Spare Parts Sales



Parts Repair



Training

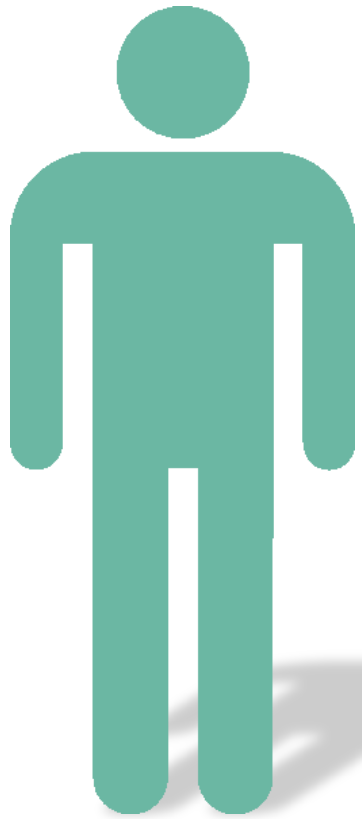


Commissioning



Installation Supervision

Survey Results



75% Call Us The Best in the Business!

- Highly Recommend Us
- Super Easy to Work With



19% Say We're Doing Alright



6% Say We Need Some Work



Our Strengths



2500+

Unique Calls Signs



136

Unique Asset Types



Peace of Mind



Friendly Support



Fast Shipments



Industry Experience



We have never discontinued support of any product. Ever.

Recent Improvements



-35%
Reduced Average Case Age



Improved Communications



Workflow Efficiency Gains



Nautel Phone Home



Increased Technical Staff



Improved Data Analysis



Customer Service Vision

Making Digital Broadcasting **Work.**

More To Come



New KPIs:

- Average Resolution Time
- On Time Shipments
- Troubleshooting Efficacy
- Soft Skills QA



New Case Distribution System



Self-Help Options



Certified Service Partners



Issue Identification Strategies



International Parts Depots



Customer Service Vision

Making Digital Broadcasting **Work.**

Regional Support



Customer Service Vision

Making Digital Broadcasting **Work.**

Nautel Phone Home



20

Proactive Advisories
Last Month



1000+

Target for NAB 2016



Over 300 Active Transmitters



200 Active Organizations



Over 200 Joined Since NAB 2014



Reduce Resolution Time



Customer Service Vision

Making Digital Broadcasting **Work.**

Thank You!

Just like our transmitters, Nautel Customer Service is efficient, reliable, and easy to work with.



46
years of
NAUTEL | 1969
2015



Customer Service Vision

Making Digital Broadcasting Work.