

Investing in Support

Andy Berry

Nautel Customer Service

Friendly, Helpful, Trusted



Investing in:

- People
- Process Improvement
- Technology

Friendly, Helpful, Trusted



Senior Technicians:

- Technical **Mentorship**
- **Consistent** Customer Experience
- **Faster** Resolution of Complex Issues



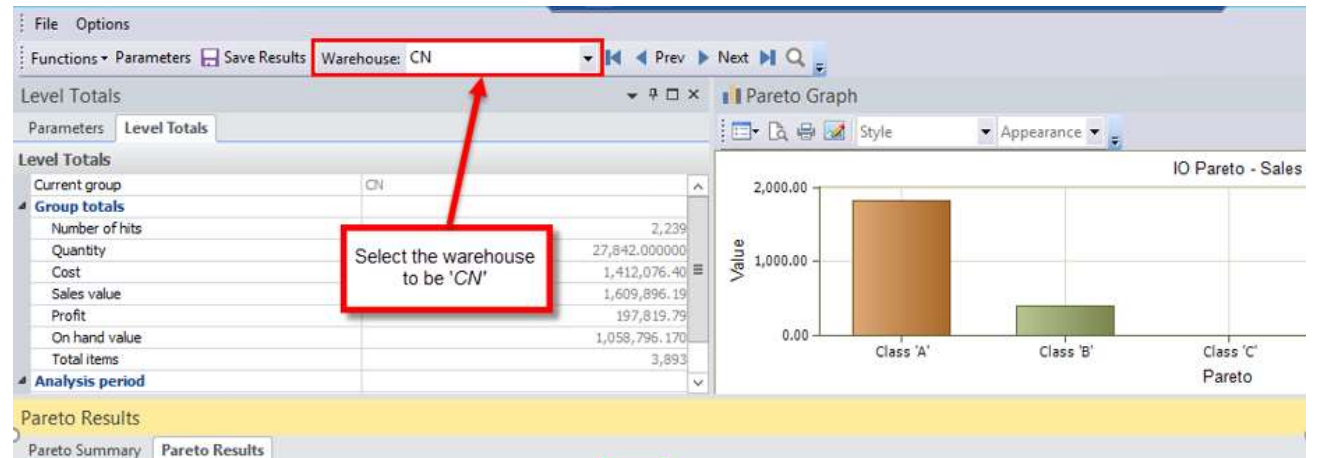
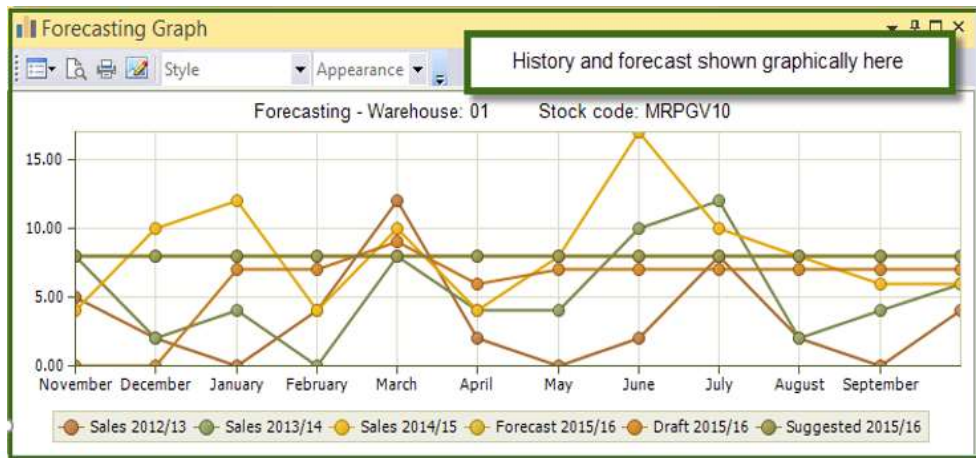
New Phone System:

- Skills-based routing
- Smarter Statistics
- Automated call-backs
- Web-based VOIP & Video Conferencing
- Share Your Screen



Inventory Management:

- Over **70,000** unique stock codes
- Stock levels based on historical usage
- **Better predictability** for older parts



Software Bulletins:

- How We Identify Recipients
- Opt In & Out
- **New** Release Notes Format
 - “Critical”/“Recommended”/“Feature”
 - Replaces Software Updater / Manager

We **advise**, you **decide**



Regional Support:



Bangor, ME

Hackett's Cove, NS

Memphis, TN

Dubai, UAE

Delhi, India

Hornsby, Australia

Thank You!

Andy Berry

Manager, Customer Service

andy.berry@nautel.com

