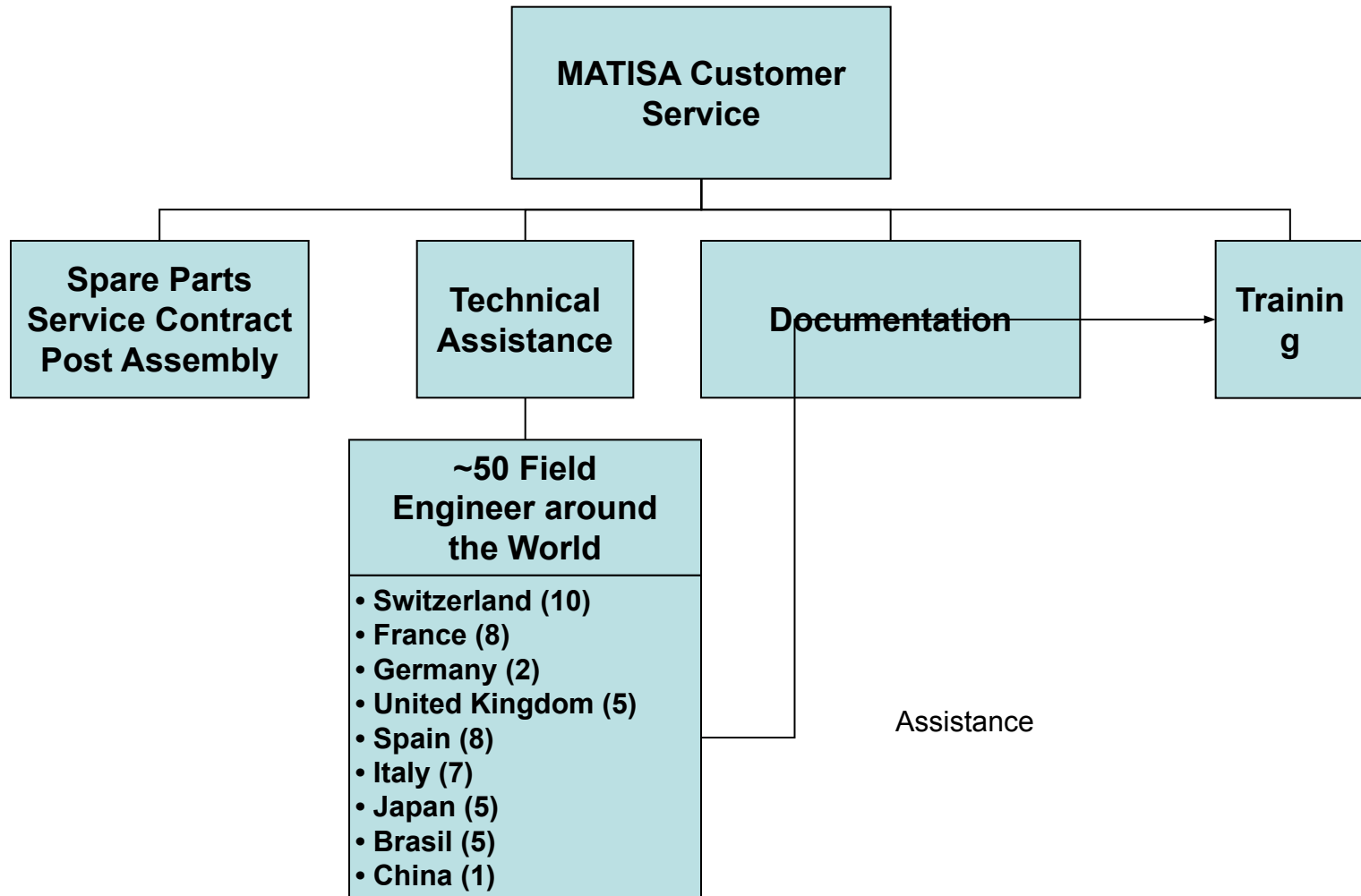


# MATISA Customer Service

(Joël Meystre – Customer Service Manager)



# Organisation



# Spare Parts

- Delivery all around the World
- Express delivery
- Stock mini policy (6'000 positions)
- Spare parts position (15'000 positions)
- Possible consignment stock (service contract)

# Service Contract

- Periodic inspection visit
- Technical advice for maintenance
- Refreshing training course
- Hot line
- Assistance during maintenance period
- Proposal for continuous technical improvement
- Full service

# Post assembly

## Goal:

- Keep the technical level of the machine at a very high standard
- Adapt the machine to the unavoidable change requested during his lifetime

# Technical Assistance

- Approximately 50 field engineers working for the group MATISA
- Machine commissioning and repair
- Assistance for training course

# Documentation

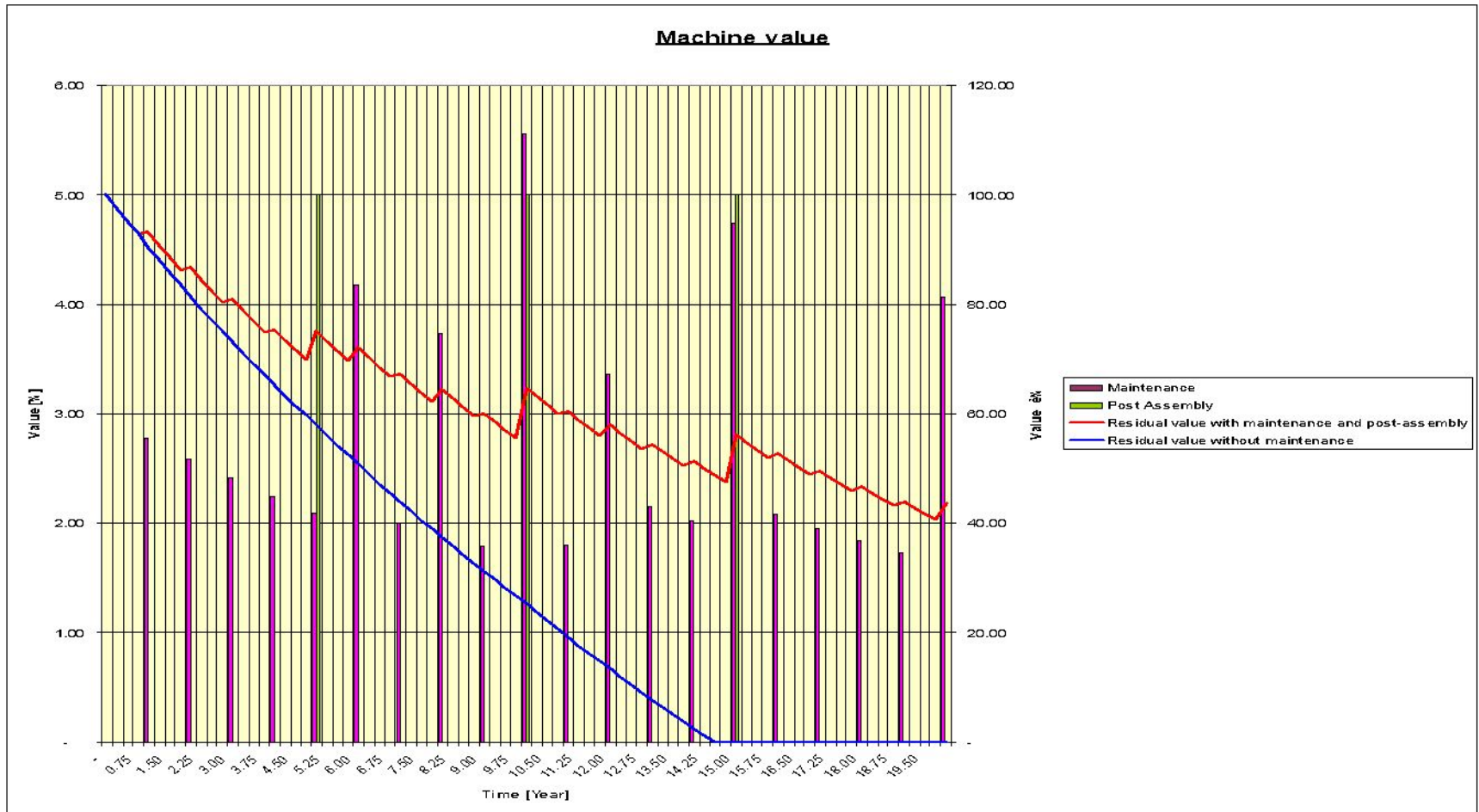
- User Manual
- Spare Parts Catalogue
- Maintenance Plan

# Training

- Assessment of new operator / maintainer
- Training course in relation with machine (theoretical and practical)
- Refreshing course



# Service and maintenance benefice



# Service and maintenance benefice

- Maintaining the technical level of the machine
- Keeping advantage versus concurrence
- Keeping the value of the initial investment

# QUESTION?

Thank you for your attention