

Total Satisfaction

**CRS
360°** CUSTOMER
RELATIONSHIP
SERVICE
by *Ingeteam*



Everything you need to meet your goals successfully

In its commitment to offer its clients comprehensive, custom-made solutions, INGETEAM provides an inclusive 360° CRS service with its entire product range.

360° CRS is a dynamic, customised service that covers all of the phases and points of contact between INGETEAM and our clients. This service is supported by a professional technical team whose goal is customer satisfaction and continuous improvement of products and services always hand in hand with the latest advances and technologies in each application sector.

In INGETEAM, we use our 360° CRS programme to help our clients achieve their objectives successfully.

Ingeteam

A mission based on three cornerstones: Innovation, quality and total customer satisfaction

Pre-Sales Services

As an equipment manufacturer, one of our fundamental priorities is to provide immediate, personalised customer service. Some of the ways we achieve this include:

- Collaboration and consultancy with the client
- Custom-made hardware and software development
- Engineering services
- Sales support for collaborators, partners, distributors, etc.

Follow-Up Services

- Tracking of market requirements
- Tracking of client requirements
- Tracking of technological advances

Post-Sales Services

Based on the strategic importance of values such as service, accessibility and strong relationships with our clients, INGETEAM offers:

- Commissioning
- Training courses
- Technical assistance and warranties for our whole product range



Consultancy
Custom-Made Design
Engineering
Training
Technical Support