



## ComNet & Vanderbilt Partnership

### Enhancing Support Services for Greater Customer Experience

A new strategic integration between ComNet and Vanderbilt is underway to offer customers an improved level of service.

The core ingredient of this evolution is the new partnership between ComNet Europe and sister-company Vanderbilt International. This relationship will include leveraging internal systems and supply chain and logistics structures.

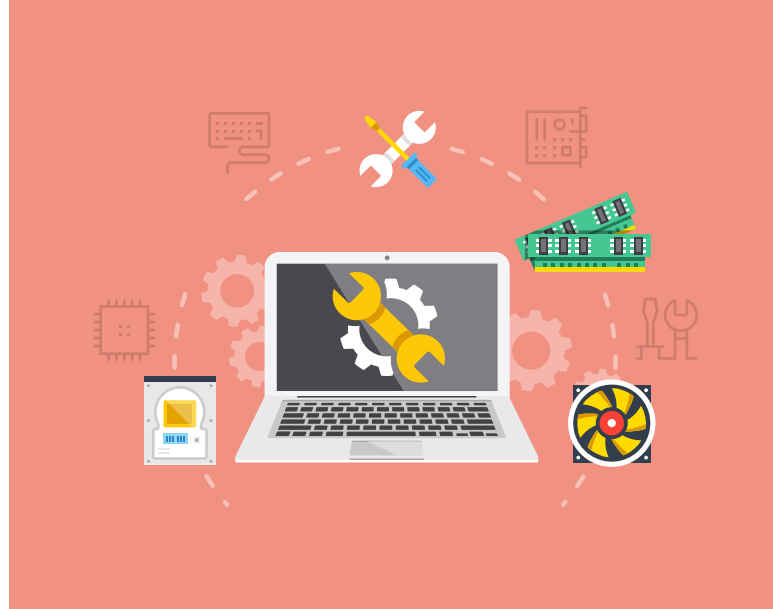


#### What this means:

- All orders for ComNet equipment placed with ComNet Europe Ltd will now be processed through Vanderbilt International
- All ComNet customers will be set-up in the Vanderbilt International system
- This new partnership will kick-start from **28 February 2019**

## Multi-skilled Technical Support Engineers:

A key enhancement following this new partnership is that ComNet now has a fully functional, pan-European Technical Support team in place to support customers across the globe.



## Highlights:

- ✓ Access to a higher number of Technical Support staff
- ✓ Local support in core languages, allowing geographical hubs to operate more effectively
- ✓ Access to a professional infrastructure that includes a call handling system for documentation and analysis
- ✓ Faster Technical Support delivered more efficiently, ensuring resolutions for any technical issues as quickly as possible



## Why this matters:

Up until this point, ComNet's Technical Support team was reinforced primarily by Sales managers. By freeing up Sales of Technical Support queries, it will allow them to focus 100% solely on bringing the best products, services, and offers to you, our customers.

Through this new partnership, ComNet can increase the scope of offerings, such as pre, pending, and post-Sales support, plus the ability to design and implement complete high-performance solutions to answer customer pain points. This ensures this enrichment of our service model will help directly benefit our customers' business as well!



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