

# HelpDesk assists Pesmel's customers in sticky situations



A 24/7 HelpDesk is available to Pesmel's customers to guarantee undisturbed performance of the system.

Pesmel's HelpDesk offers technical support for our contract customers 24/7. Our trained duty officers are experts in the field of automation and thoroughly familiar with our systems. In questions related to mechanics or pneumatics, for example, they have the support of our entire organization. We have a guaranteed response time of one hour, and when needed, a remote connection will be created within two hours.

The HelpDesk has its own phone number and e-mail address; there is no telephone switchboard or other intermediary contacts. With the help of the HelpDesk service, our customers can secure continuous production and release their resources to other duties.

A fixed monthly fee helps in budgeting costs, and contract customers also get affordable prices in possible extra maintenance work.

## Customer satisfaction guaranteed

**Marko Heikkinen**, Pesmel Service's General Manager gives a good example of the effectiveness of the HelpDesk.

"One evening, a customer of ours had a problem with their equipment. They did not have a service contract, and attempted to fix the problem themselves several times. Six hours later, in the small hours, a bigger problem emerged when a part of the machinery broke. The customer tried to replace the part and run parameters, unsuccessfully."

The following day the customer decided to call their contact person at Pesmel. The call was directed to the HelpDesk, and 30 minutes later production was running normally again.

"The customer was so happy with the swift service that they wanted to make a service contract with us right away," says Heikkinen.

"They realized that Pesmel's service is an excellent way to prevent drawn out stoppages and the loss of income caused by them," Heikkinen concludes. •

Marko Heikkinen,  
General Manager, Service

PHOTO: SANNA RINTATALO

In fall 2016, Pesmel will launch a new online store. First it will be piloted with a selected audience, after which it will be available for all Pesmel clientele.

## HelpDesk in a nutshell

- Provides technical support and guidance to systems provided by Pesmel
- Available 24/7
- Service in English and Finnish
- Trained duty officers are thoroughly familiar with the systems and have the support of our entire organization
- Fixed monthly fee and service-charged phone calls
- Guaranteed response time for phone calls and e-mails: 1 hour
- Guaranteed response time for remote connection: 2 hours
- Own phone number and e-mail address