

FOCUS ON: Silvio Saini and the Customer Service Department



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1. What does the Customer Service Department do?

The Customer Service Department (CSD) is a fundamental department for a company and often plays a decisive role in the decision to purchase (or repurchase) a product and/or service. The CSD is responsible for supporting the customer both during the pre-installation phase and in the post-sale phase. In the pre-installation phase, configurations and customizations are performed on the equipment purchased by the customer through specific integration tests. During these activities, the customer is often involved to initiate an initial phase of training on the use of the equipment and software and to coordinate subsequent activities, which mainly relate to the necessary arrangements for on-site installation and the proper functioning of the equipment.

In the post-sale phase, the department primarily provides support to the customer to resolve issues related to the operation of the equipment and software, assists the customer or our technicians during the installation phase, and conducts specific training courses.

Other significant activities include:

- Routine and corrective maintenance performed by our constantly trained staff;
- Periodic certifications carried out by our ISO 17025 LAT laboratory;
- The cloud service with over 250 monitored stations.

2. What are your duties in the department?

My duties within the CSD are mainly twofold: the first is to coordinate the department colleagues, setting priorities for activities to be carried out and ensuring they are completed within the required timeframes. The second is a commercial role within the service area: this position allows me to stay in close contact with the customer, proposing multi-year solutions for the maintenance and certification services of the purchased equipment.

3. Why is scheduled maintenance important?

Very often, customers do not consider the importance of maintaining their equipment and end up spending more resources, energy, and time to repair and/or replace sensors that have not been properly maintained. On the other hand, by opting for a long-term scheduled routine maintenance service, the customer can save money and time: the purpose of scheduled routine maintenance is, in fact, to increase the operational life of the

product, slow down its deterioration, and keep the monitoring system always efficient and functional.

4. How does a maintenance contract work?

Depending on the equipment purchased or the system installed, a specific maintenance contract solution is proposed, which may include ISO17025 and/or ISO9001 certification of the equipment—an activity carried out at our LAT laboratory—and on-site maintenance. Field maintenance includes: checking the equipment using the comparison method with certified equipment in the field, replacing consumables (e.g., porous filters, gel salts, etc.), cleaning the equipment, and a general check on power supply and mechanical stability. At the end of the intervention, a report is drawn up certifying the correct functionality of the equipment and the corrective actions to be taken to keep the system always perfectly efficient and reliable.