

Three things we've learned about customer service

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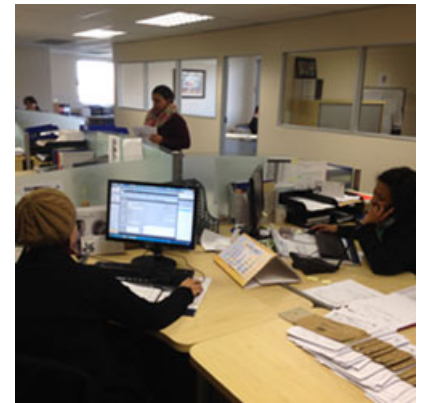
"Your customer doesn't care how much you know until they know how much you care." ~ Damon Richards

Exceptional customer service can transform a good company into a great company. At Pyrotec PackMark, we have learned plenty about customer service over the past 45+ years that we have been in business; and we continue to sharpen our skills in this area, taking our cues from the best teachers - our clients. Here are three of the most important lessons that we have learned about customer service.

1. Offer technical expertise on tap

As the exclusive distributor of Markem-Imaje, A.L.Tech, Harland Machine Systems and other industry-leading machinery in southern Africa, our team of technicians are internationally trained. We also constantly have our installation, service and repair skills updated by experts from our principals.

We have made it our mission to share this valuable technical expertise with our clients before, during and after their machinery-related requirements have been met - because our knowledge is what gives our clients the competitive edge.



2. Patience makes perfect

Over the decades, we have come to realise that our clients (whether they're multi-nationals or small local companies) need more than our technical expertise. They also require our patience.

Our team understands the many frustrations and challenges that our clients face in their various industries when it comes to selecting, procuring, operating and maintaining their labelling or coding machinery.

Many of our clients reach out to us for support when they are frustrated and confused. This is why we take our time to understand their unique requirements and ensure that these are met properly and patiently. Quality of service is just as important as speed of service!

3. No time for downtime

Many of today's production lines operate beyond the traditional 9am-5pm workday. With uptime being an absolute priority - we have put the necessary measures in place to ensure that our technical services and support are available 24 hours a day, seven days a week, 365 days a year. As part of our customer service continuity plan, we have a toll free helpline for around-the-clock technical machine related enquiries.

Whether you are an existing or potential client, you're welcome to give us a call on 0800 202 574 for assistance, advice or more information.

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