

DEVELOP

Dynamic balance

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DEVELOP Partner Programme Service & Support Certification

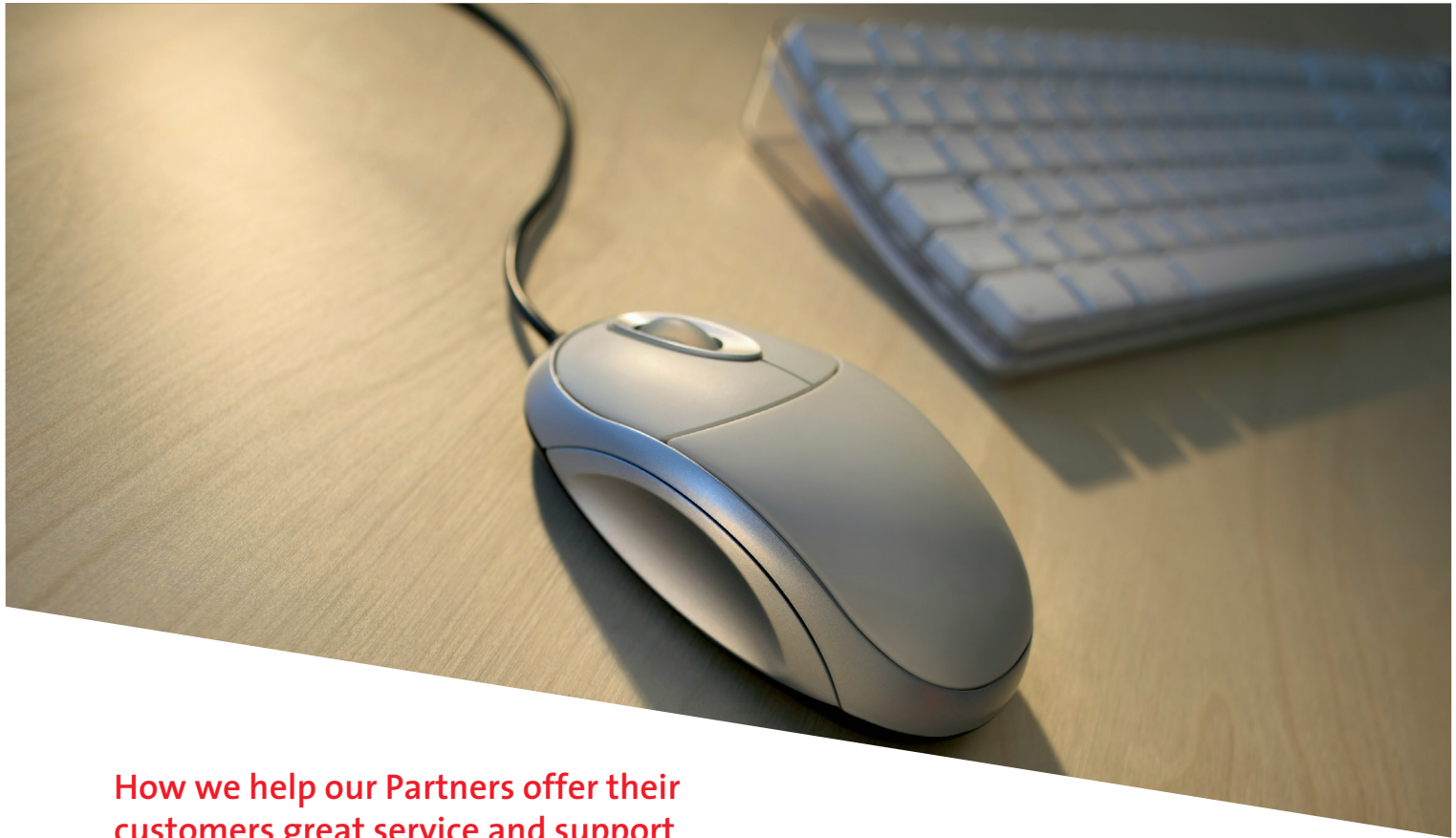
Offering our customers a high level of support and high service levels is one of DEVELOP's key strengths. To maintain the quality of our service and support we carefully select DEVELOP's authorised Partners. That is why we have created a Service Partner Programme that encourages our Partners to deliver an outstanding level of service and ensures that the DEVELOP network continues to stand for excellence in after-sales support.

The key element for us is the term PARTNER, as it stands for cooperation in implementing and following DEVELOP standards, and mutual reliability in achieving customer satisfaction. Our Partners are strong links in the promotion of our brand, and only true partnership paves the way for success stories and customer trust.

What does this mean to our Partners and their customers?

At each level of our Partner Programme you will be asked to adhere to a strict level of service-related requirements that will include, but are not limited to, the following:

- Technicians trained according to DEVELOP's requirements
- All products serviced according to the quality levels defined by the manufacturer
- Maintenance of a service organisation that includes all the necessary functions for delivering high-end customer support
- All technicians equipped with the relevant toolsets and software to deliver the highest standard of technical support.



How we help our Partners offer their customers great service and support

As ensuring our customers enjoy an excellent service experience is of utmost importance to us, we offer a certification path that will help you build up your own mature service organisation. This certification path gives you the opportunity to identify best practices in service management and developing your technical staff to ensure customer satisfaction. After gaining the certification you can brand yourself as a Certified Service Partner, advertise this to customers and enjoy the additional benefits that come with this status.

Certification Requirements

The precondition for knowing that our Partners offer prescribed standards of service is a range of concrete preparatory measures, including completion of training courses and creation of business processes, which we ask our Partners to comply with:

- Minimum of **XX** trained engineers per product type sold by the Partner
- Only genuine DEVELOP products fitted as parts and consumables

(Please complete with your requirements)

Support & training

It is our intention to support our partners in the best possible way for them to become more mature. As a means of gaining the necessary maturity and the Service & Support certification, we offer our Partners both consultancy and different training paths. Besides web-based technical product training courses, we also offer:

- Outward: DEVELOP's global qualification system for non-product specific technical training consists of four certification levels that build on each other (Associate, Professional, Expert and Master) and is targeted at field technicians and technical support staff in the worldwide DEVELOP family.
- Hands-on training for technicians and specialists within DEVELOP training facilities.
- Consultancy on best practices in building up and managing a mature service organisation.

(Please specify here the technical training and support you offer, e.g. online training courses, live training courses, etc.)

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