Veritek identifies four areas industrial print manufacturers can drive customer satisfaction in after-sales services

Friday 28 April, 2023

Veritek Global, a pan-European after-sales service specialist, today announced the availability of a free datasheet titled ‘Empowering industrial print manufacturers to scale after-sales service capacity'. The datasheet identifies four areas industrial printer manufacturers can scale after-sales service capacity to drive customer satisfaction.

Industrial printer and print finishing equipment manufacturers that want to develop and grow a robust after-sales service strategy can use the datasheet to learn how to leverage an after-sales service partnership to:

- **Increase availability of engineers:** With the specialist knowledge needed to maintain and service industrial printing and print finishing equipment.
- **Expand geographical reach:**
  Have capacity to get skilled industrial printer and print finishing equipment engineers to every call on time.
- **Adjust capacity:** To match fluctuating workloads.
- **Optimise back-office services:** Including customer communication, tools, parts, transport, and logistics required to deliver high-quality after-sales services.

And ultimately drive customer satisfaction.

The easy-to-read datasheet answers questions and provides helpful information for everyone involved in after-sales services capacity planning. Furthermore, the datasheet includes a case study.

Veritek Global's datasheet, ‘Empowering industrial print manufacturers to scale after-sales service capacity', is free and is available for download here.

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