

International After-Sales support

Take advantage of the global Schneider Electric presence to service your machine at overseas end-user site.



Your Challenges?

- > Service quickly a machine installed half a world away
- > Optimize international after-sales service costs
- > Manage exportation-related constraints such as travel costs, administrative issues, languages, customs...
- > Develop further your service business abroad

What do we offer?

- Schneider Electric has put in place a unique program called "Customer International Support" (CIS) based on :
- > A network of 190 dedicated local country correspondents
 - > A web collaborative platform for most efficient communication
 - > Our local service teams

The simple fact that your machine is equipped with Schneider Electric automation components entitles you to :

- > Request for a local technician intervention on site where your machine is operating
- > Access to local spare parts

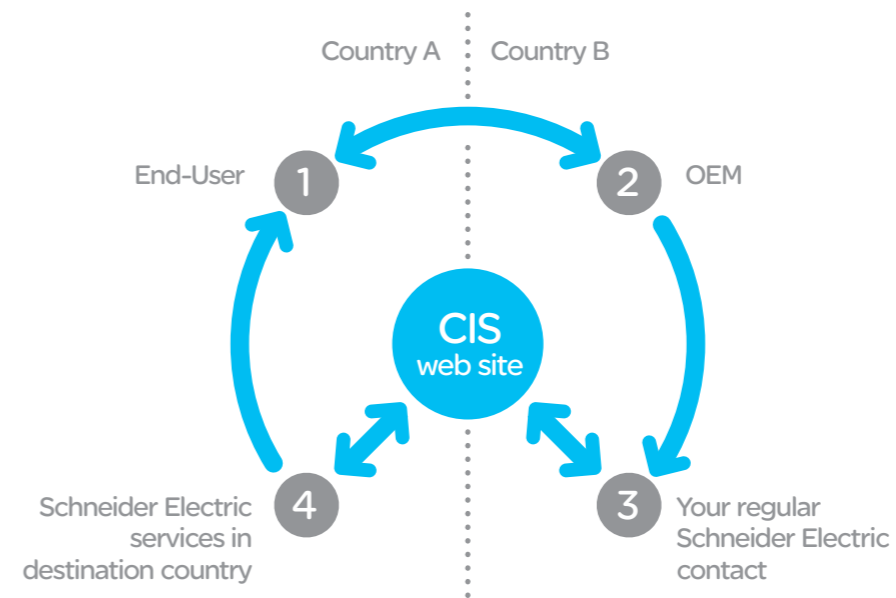
Terms and conditions follow normal local practice



Further more, we can enhance the basic CIS package by tailoring it according to your (or your customer) specific expectations :

- > Extended range of services
- > Limited machine downtime
- > Special expertise

How does this work?



- 1 Your End-user customer in country A needs to ensure or restore machine continuity of operation.
- 2 • You determine that the need is related to Schneider Electric offer
• You trigger a service intervention request through your regular Schneider Electric correspondent in your home country.
- 3 Schneider Electric takes over your request and transfers it to destination country for action
- 4 • Local Country A Schneider Electric technicians perform the on-site intervention as per your request
• Your regular Schneider Electric contact provides you with the intervention report for closing.

What are the benefits for you as an OEM?

- > Reduced costs: no travel abroad, technical capabilities available locally
- > Fast response: Intervention provided by local technician at end-user site
- > Ease of communication: speaking the language of your customer
- > Global reach: Schneider electric is active all over the world
- > Development of your own service activity using Schneider Electric local resources



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