

 **Flow**



# Flow Customer Support Tools

How Parts and Service Programs Make You Successful

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# Objectives

## Communicate Important Elements to Maximize ROI

- **Project Management**
- **Customer Service and Order Processing**
- **Component Part Quality and Availability**
- **Maintenance and Service Training**
- **Technical Support**

# Project Management

- **Dedicated Project Manager**
  - Facility Set-up
  - Delivery
  - Install timing
  - Training - initial and maintenance
  - Milestone communication



# Order Entry Options: Customer Service

- **Call Customer Service at 1-800-526-4810**
- **Bi-lingual Spanish speaking**
- **Phone response = 98%**
- **Normal hours: 5am – 5pm (Pacific Time)**
- **After hours access 24 x 7**



# Order Entry Options: FlowParts.com

- One-stop shop for waterjet replacement parts and accessories.
- Convenient — 24 hours a day, 7 days a week access
- Product support and user friendly options
- Spare parts the same day you place your order

Order Online & Save  
**FlowParts.com**

# FlowParts.com: Features

- My Order function
- Favorites function
- Express order
- Kit components page
- How to sign up
  - Contact Customer Service at 800-526-4810

Order Online & Save  
**FlowParts.com**

# FlowParts.com: Features

- **PRODUCT SUPPORT**
  - Flow Knowledgebase, accessed through FlowParts.com
- **Technical documents**
- **Free downloads, software updates**
- **Interactive assembly diagrams**



# Flow Spare Parts - Quality

- Flow spare parts are specifically designed to optimize your Flow system
- ISO 9001, TUV, ASME
- Current technology made backward compatible!
- Exclusively purchasing your spare parts from Flow ensures success



# Flow Parts - Availability

- **95% On Time Shipment**
  - Most items same day when order entered by 4pm Pacific Time
- **Lean Manufacturing**
  - Kanban pull system
  - Monitor shipping status daily



# Investment Protection - Warranty

- Exceptional waterjet system warranty
- We stand behind our parts and products
- Coverage options
- Warranty extensions are available



# Flow Competitive *Advantage* Program

- Automatic for new customers!
- Designed to help you lower your operating costs
- Features and Benefits....

# ***Advantage Program Features***

- **Discounts on parts & training - additional savings**
- **Free accuracy certification program**
- **Free water quality test kit**
- **Dedicated technical sales representative**
- **Credit limit; priority review of increase**
- **Free application support**
- **Discounted factory intensifier remanufacture/exchange**
- **Quarterly special offers**

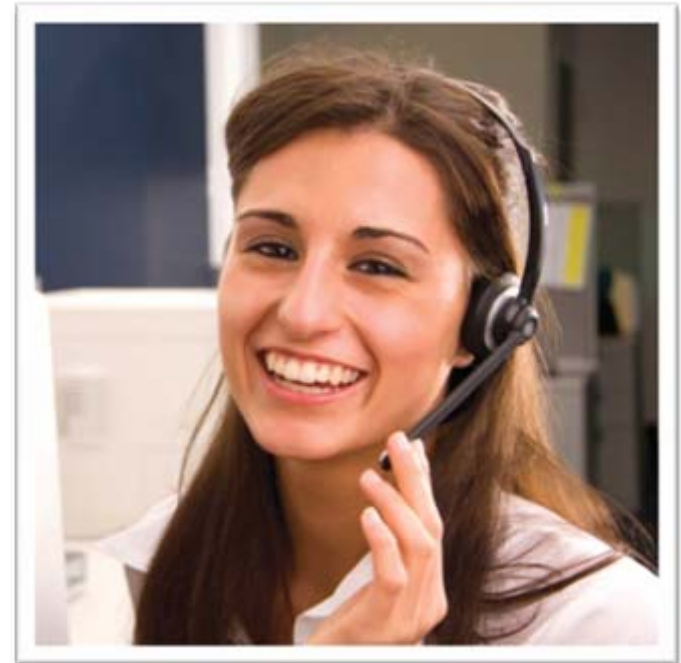
# When you need help...

## Technical Services Network

- Largest, best-trained support team in the industry
- 24 hours a day, 7 days a week
- Factory trained service engineers
- Tech Service Call Center
- Regional deployment

# Tech Service Call Center

- **Normal Call center hours:  
5am – 5pm Pacific**
  - **After hours access 24 x 7**
- **Bi-lingual Spanish speaking representative**
- **Technical Support & Warranty:  
Telephone 253-813-3318**



# Service Commitment - CORE

- Customer Operational Review and Evaluation (CORE) program
- Field Service Engineer annual review
- Industry award - Best Practice



# C.O.R.E. : *Features !*

- **Operating practices - ensure best practices**
- **Spare parts stocking plan and process**
- **Spare part usage patterns**
- **Actual vs. required finished part condition**
- **Safety procedures**
- **Maintenance practices, log book and schedule**
- **Operator skill level**

# C.O.R.E. Program

- **Customer Operational Review & Evaluation.**
- **Every new customer is entitled to a free annual visit**
- **Best Practices**
- **HOW TO SCHEDULE**
  - **Contact Flow Technical Service at 253-813-3318.**

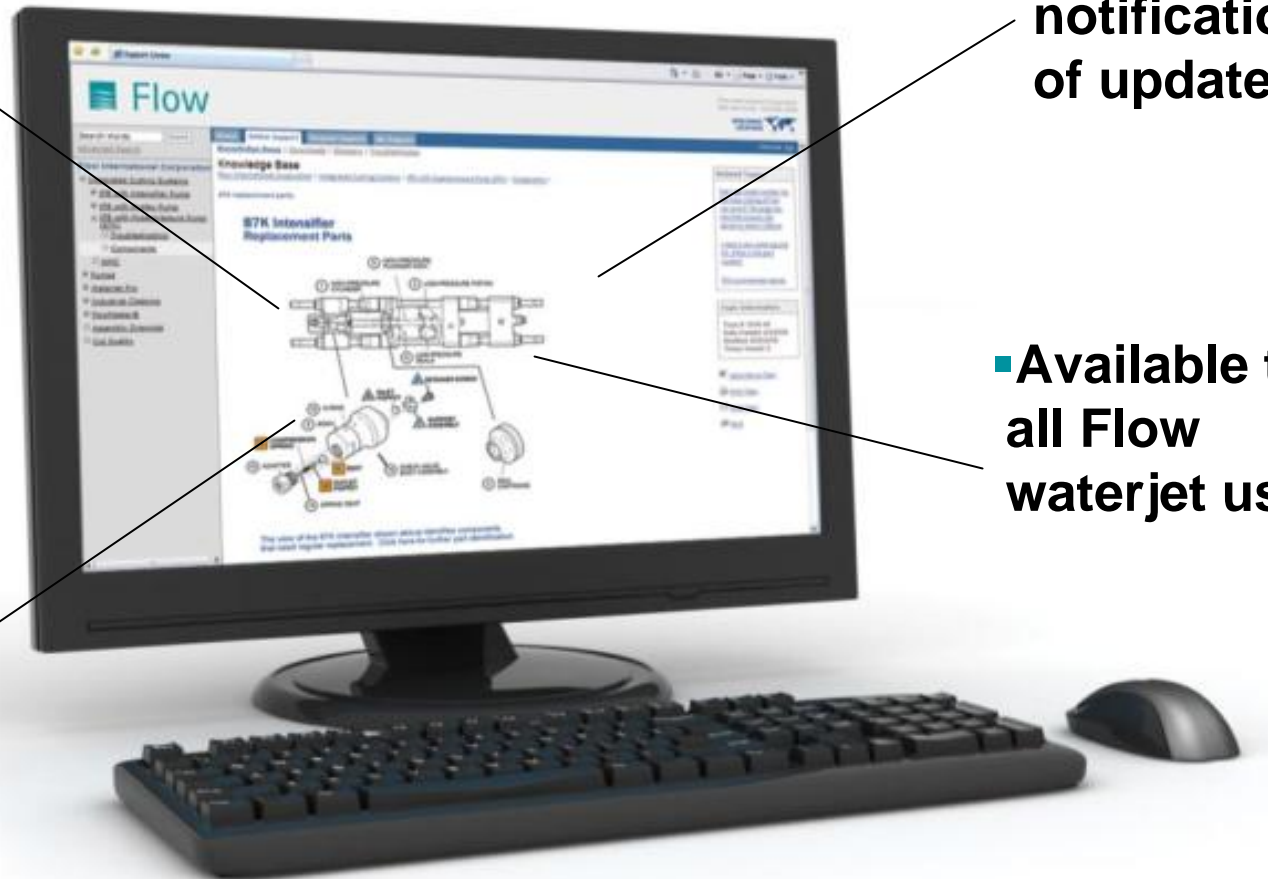
# Flow Knowledgebase

- Easily accessible

- Automatic notifications of updates

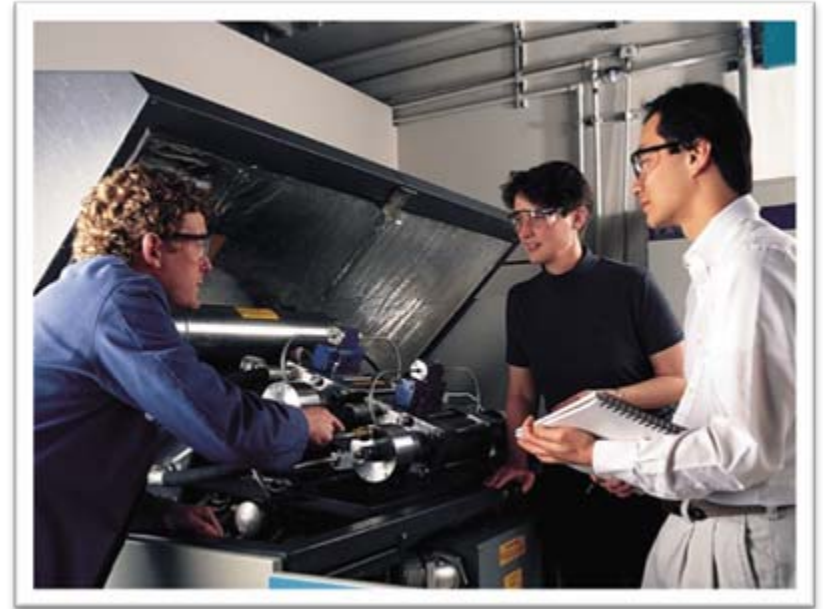
- Available to all Flow waterjet users

- Download section



# Waterjet Training Programs

- Ensures you achieve the highest level of productivity
- Operating and maintaining your UHP waterjet system
- Learn how to fix problems faster and with less down time



# Customer Training Program

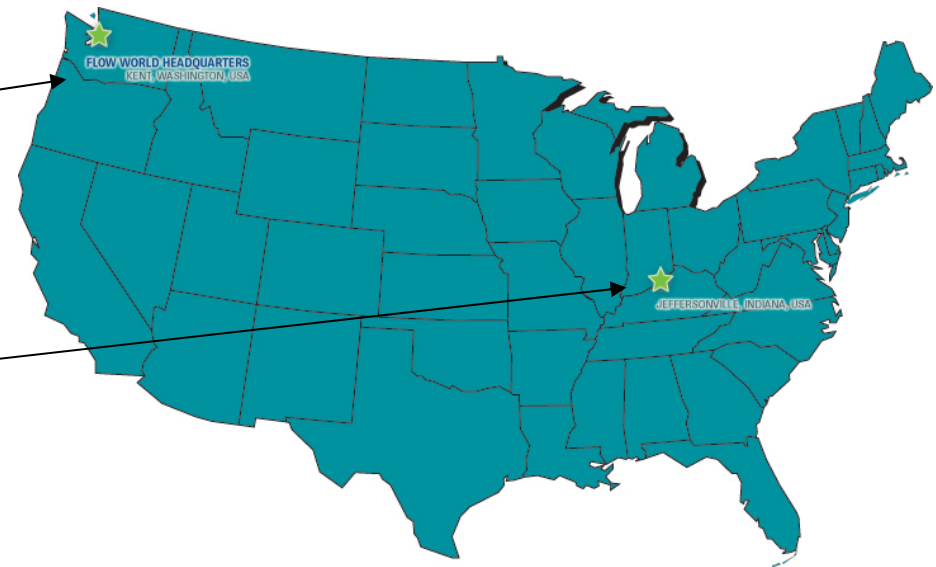
- Taught by professional Technical Service Engineers
- Maintenance schedule; parts required; Software and Controller training
- Interactive format
- Hands-on workshops



# Training Location Options

- **REGIONAL OFFICES PROVIDE LOCAL TRAINING**

- Kent, Washington  
(near Seattle)
- Jeffersonville, Indiana  
(near Louisville, Kentucky)



- **ON-SITE TRAINING CLASSES**  
(Not a substitute)

# ***Advanced Application Training Program***

- **4 days of training**
- **Teaches you how to maximize use of your machine to keep costs down and productivity up**
- **Aimed at waterjet applications**
- **Recommended for experienced personnel**

# Flow Standard of Customer Care

- Three decades of excellence in waterjet technology
- Total solutions and support from a single source
- We learn your business requirements
- We help you select and implement the right solution
- We train your staff
- We are there for you for the entire lifecycle of our products

# Resources to help you GROW your business

- **Flow Marketing Resource Kit**
  - Quick ramp up to effectively market your business
  - Branding, marketing essentials, communication tools
  - Stand out from the competition
  - Web on-line access
  - Complimentary with purchase of Flow systems



# Innovation, Expertise, Commitment with Flow

- **WHEN YOU PARTNER WITH FLOW, YOU GET MORE THAN A PRODUCT:**
  - **INNOVATION**
  - **EXPERTISE**
  - **COMMITMENT**
  - **SUPPORT**





# Flow

INNOVATION | EXPERTISE | COMMITMENT