

## Customer Care

### *The Process Solutions Difference...Customer Care & Support*

For the past 25 years Process Solutions Canada Limited has been focused on providing answers to the cement industry. We have maintained a simple philosophy of proactively listening to our customers and acting upon what they tell us.

#### **What is Customer Care?**

*Customer Care* is the vehicle through which we create synergy with our customers. Our *Customer Care* group maintains close and ongoing working relationships with all customers to ensure they get the most out of our solutions and any support issue is met effectively and in a timely process.

#### **The two core functions of Customer Care are:**

##### **Installation and Training Services**

Whether onsite or utilizing remote access tools, we are able to consistently install our products with a minimum of customer impact and train all relevant staff on their use.

By working co-operatively with site personnel, engineering and corporate IT groups, our *Customer Care* technicians are able to successfully implement interfaces with existing systems and networks. We do what is necessary to ensure our products are effectively integrated into plant systems and operations.

The *Customer Care* group provides on-site user training to ensure customers get the most out of our products. In addition to the on-site and training, we provide:

- ↑ Detailed user documentation with step-by-step instruction that complements on-site training.
- ↑ Quick Reference sheets that simplify complex or infrequently used tasks.
- ↑ Ongoing User Training from our Customer Care specialists.

##### **Long Term Support**

Plants and terminals are subject to change with alterations in one part of the process often affecting other systems. As customer needs dictate, *Customer Care* can:

- ↑ Access a troubled system anywhere in the world.
- ↑ Respond to questions, issues, change.
- ↑ Upgrade software and configuration, as required.
- ↑ Support customers on a 24 x 7 basis.

Utilizing our in-house **Sentry** call management system we are able to effectively track and manage customer issues from inception to solution.

Process Solutions support services are available through annual subscription, or on a time & materials cost basis. Our subscribed services provide excellent value to the customer by providing:

- ↑ Software Maintenance
- ↑ Product Updates
- ↑ Extended Hardware Warranty
- ↑ Process Troubleshooting for Integrated Systems

**Over 98% of our customers have full service long term support agreements in place.**

**Customer Care technicians are uniquely qualified to serve our customers because the people who install our solutions on site are the same folks who provide our customers' long term support.**

Cement  
Distribution  
Solutions

Quality  
Environmental  
Solutions

Plant  
Automation  
Services

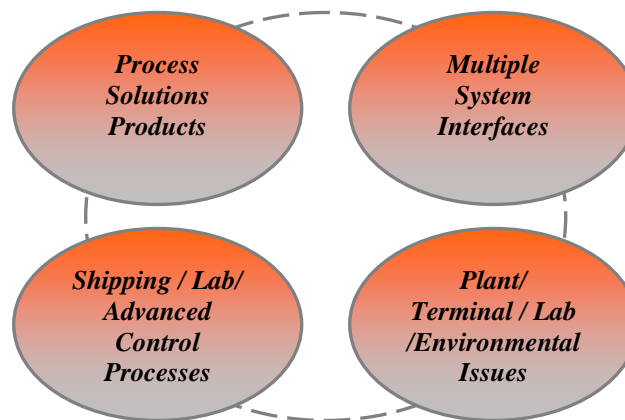
Comprehensive  
Customer  
Care

## **The Process Solutions Difference**

*Customer Care* brings our solutions to life, and supports them with a single group of uniquely qualified and dedicated personal that provides all core services.

## **What makes Process Solutions' Customer Care Unique?**

The *Customer Care* staff are cement specialists, who understand how our solutions fit into the larger plant/terminal processes. They are uniquely qualified to understand the complexities inherent with integrating software with specific customer needs.



Our staff goes beyond the scope that is required to meet each customer's needs because we understand how our products function within the cement manufacturing and delivery process. With this holistic view of plant/lab/terminal processes, our technicians understand that issues often affect multiple systems and can be difficult to isolate. Diverse experience allows them to troubleshoot more effectively.

## **Process Solutions - Our People**

Process Solutions invests significant time in ensuring that the *Customer Care* group is a technically diverse team. Their core competencies include:

- |                    |                        |
|--------------------|------------------------|
| ↑ Troubleshooting  | ↑ Hardware             |
| ↑ Teamwork         | ↑ Software             |
| ↑ Controls         | ↑ Cement Process       |
| ↑ Customer Service | ↑ Electrical Circuitry |

Process Solutions is a leader in the market in part because of the **expertise, passion, and commitment to excellence** that *Customer Care* members possess. We work as a **team** both internally and with our customers to ensure our products and solutions consistently exceed expectations. It is due to these core traits that that we are able to provide our clients with the most competent and customer focused support possible.

For more information on our products please contact us at:

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