

YASKAWA

EXPERIENCE EXTRA

TECHNICAL SUPPORT TEAM

IT'S PERSONAL



Bridging the gap between what you are trying to do and the technical information you need to accomplish it.

EXPERIENCE EXTRAORDINARY

Because many of our customers first experience Yaskawa when they call for assistance on a drive or motion product, our Technical Support team has a huge responsibility.

They are in charge of making that first experience a positive one. In fact, they work hard to make sure all of your experiences are positive throughout the entire customer life cycle.

TECHNICAL SUPPORT

The Yaskawa Technical Support team provides around-the-clock telephone access to certified engineers for **FREE**.



HOW CAN WE HELP YOU?

Yaskawa is the world's leading manufacturer of AC drives and motion products, including variable frequency drives, servo amplifiers, servomotors and machine controllers.

We back our products with the best, most comprehensive customer support organization in the industry: Yaskawa Technical Support. Online, in person or on the phone - we are here to serve you 24/7/365.

Staffed by engineers with real-world, real application experience, our team is readily available to help you and your team with on-site technical support, factory or in-classroom product training, specification advice, on-the-spot troubleshooting, installation guidance and, well, you get the idea.

We don't just sell great products - we back them up by supporting you. All day. Every day. All year 'round.

HOW CAN WE HELP YOU?

**CALL 1-800-YASKAWA
PRESS '2'**
**EMAIL
TECHNICAL_SUPPORT@YASKAWA.COM**

- ✓ We will know you by your first name.
- ✓ When you have a question, we'll get you an answer right away.
- ✓ We'll send you a summary of our interaction by email.
- ✓ When you need help, we'll be sure you get it.

OUR TECHNICAL SUPPORT TEAM IS THOROUGHLY TRAINED

Our people are trained on products and applications just like yours. They provide intelligent solutions to particular challenges. So, you can feel comfortable that when you call, you will get the response you need.

And we don't stop there. We follow up on every case to:

- Be sure your issue is resolved.
- Ask if you need more help.
- Schedule a call back, should you desire one.
- Request your feedback.

When you call us, you are greeted as a friend, not just a customer. Your history automatically comes up in our system. We'll know it's you before we even pick up the phone. And, likely, we will know what you're calling about.

Normally, the first person to take your call will be able to address your needs. In the rare instance an engineer cannot help, they will put you in touch with the right person. But, it won't be one of those deals where you have to retell your whole story again to another associate.

We do what's called a "warm transfer." The first associate will brief the person you're being transferred to, so they'll have a clear understanding of the challenge before you speak with them. It's just one more way we make your interaction with us personal.

87%

**OF ALL CASES
CLOSED ON FIRST
CALL IN 2020.**



minutes

**DID YOU HANG UP
WHILE WAITING?
WE'LL CALL BACK
WITHIN THE HOUR.**

EXPERIENCE THE SOLUTION CENTER

<https://solutioncenter.yaskawa.com/>



CROWD-SOURCING FEATURE

Content is continuously added and updated in real time.



The Yaskawa Solution Center is a web portal for learning about all things Yaskawa. It is designed to help customers get specific support for their product questions and needs.

We recognize that our customers may not want to get help only by phone. That's why we created the Yaskawa Solution Center, an online tool to readily find resources for things like:

- Step-by-step instructions, including video tutorials
- Help configuring a product for a new application
- Starting up a product for the first time
- Transitioning from an older legacy product to a current one

This information is delivered via technical documents and manuals, video, and authored content based on real case scenarios in real time. And, all of this content is easily accessed through natural language search.

One of the really cool features of the Solutions Center is that it includes a crowd-sourcing feature. By allowing all visitors to provide feedback on anything they find on the site, we can improve content. Even Yaskawa associates submit feedback to content based on what they learn in the field. The site is literally updated in real time!

This collaboration between Yaskawa associates, distributors, OEMs and end-users makes the Solution Center more valuable every day.

We are very excited about being able to provide this continually-improving resource to our customers. It's just another way we create a personal experience tailored exactly to what our customers ask for – and may not even know they need.

VIDEOS

A series of easy-to-find and follow instructional videos.



USER MANUALS

Online access to instructions on how to install, operate and troubleshoot.



TECHNICAL DOCUMENTS

A complete library of parts and specifications for all of our products.



STEP-BY-STEP

TECHNICAL DOCUMENTS, MANUALS, VIDEOS + MORE

Bridging the gap between what you are trying to do and the technical information you need to accomplish it.

Visit <https://solutioncenter.yaskawa.com/>.

EXPERIENCE QUALITY CUSTOMER INTERACTION

EXPERIENCE MORE

Yaskawa extends its services in many ways to make it easy to do business with us.

MEASURING THE EXPERIENCE



Yaskawa has Received the Superior Customer Experience Award From Interaction Metrics

Customer Feedback Drives Constant Positive Change at Yaskawa

As you can see, we take your Yaskawa experience pretty seriously. In addition to all of the services and follow up we provide, we measure our success by identifying the areas we are doing well – and those which we can improve.

Interaction Metrics is an independent customer listening agency that helps companies achieve breakthrough accountability with customer experience programs. **We've won the award 6 straight years!**

This award is important because it recognizes our continual efforts to improve the customer experience. It shows we understand what our customers value most – and how we can continually improve upon that relationship.

**WE CARE ABOUT
THE FOLLOWING
BECAUSE YOU DO:**

TIME TO RESOLVE

KNOWLEDGE

COURTEOUSNESS

EASIER TO REACH



Yaskawa Honored Again for Delivering World-Class Customer Service

Yaskawa received the prestigious NorthFace ScoreBoard Award for Excellence in Technical Support for **the 9th consecutive year.**

Trust your experienced Yaskawa teams for the **support, training, order entry and delivery** that keeps your business running smoothly.



INSIDE SALES

When you call a Yaskawa Inside Sales Associate, you will experience something completely unique. Because our associates are highly trained on the accounts they serve and committed to delivering the best solutions, they will be better at providing you with a personalized experience.



FIELD SERVICE

Nearly all questions from our customers are answered over the phone, at yaskawa.com, in the Solution Center or by email. However, there are times we need to be on site to work out a challenge. Our associates are used to working in all sorts of environments on lots of different applications. In fact, the face-to-face exchange with end users results in a very mutually-beneficial situation. By having us there, not only are challenges overcome but customers also learn about the use and maintenance of Yaskawa products while we're gaining a deeper understanding of their applications.



TRAINING

Yaskawa is well known for its extraordinary customer training. That's probably because our trainers grew up in manufacturing plants. Rolled through the carpet mills. Cut their teeth in metal cutting. You get the idea.

This real world experience enables us to talk the way you talk. Work the way you work. And, help you learn the way you learn best. We work very hard to educate the folks that use our drives and motion control products with the knowledge they need to best impact their processes.



YASKAWA.COM



Yaskawa is the leading global manufacturer of low and medium voltage variable frequency drives, servo systems, machine controllers and industrial robots. Our standard products, as well as tailor-made solutions, are well known and have a high reputation for outstanding quality and reliability.

YASKAWA

Yaskawa America, Inc. | Drives & Motion Division

1-800-YASKAWA | Email: info@yaskawa.com | yaskawa.com

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