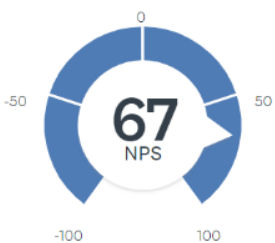




Service Success

FDC Building



GUNNEBO[®]

Gunnebo are dedicated to supplying solutions which provide customers with lifetime value. In any scenario, the best way for our solutions to have greater longevity is to regularly maintain them. That is why we offer a range of different service agreements, so you can design a level of support which best suits your requirements. Our service team are committed, highly trained professionals who continuously maintain and service our clients to the highest industry standard. Gunnebo service department currently hold a Net Promoter Score of +67, which is a staggering 30% higher than the Global benchmark when it comes to NPS scores.

Recently, a customer site had a technical fault where the 5 speed gates that are installed at the site, were left switched off during the project construction phase and required servicing to ensure they were up to date and operatable for when the site completes construction. The client had logged a service call, where a technician was assigned to review the site. In the process of making the booking, Gunnebo worked with the client to send a technician out to site when it best suited their organization, which was outside of normal business hours. The technician went to site, evaluated the fault, resolved the main issue, resulting in the gates remaining functional, then placed an order for spare parts to provide a full resolution for the fault.

Throughout the process whilst on site, Gunnebo Service Technician, Adam Formby, explained the issues through sharing his expertise with the client, leaving them impressed not only with the speed and professionalism of Gunnebo's Service, but with the knowledge Adam had demonstrated.



Adam, your tech that came to site last night, was one of the most professional and rational thinking techs I've ever worked with. Adam's approach to the multiple tasks in-hand last night was coupled with rational thinking and his methodical, diagnostic problem solving was refreshing to see. I could see him leveraging his years of expertise to fix each issue that came up on the SpeedStiles - there were a few by the end of the night that he fixed - even at one point pulling everything out of his ute to find a part to get the last SpeedStile up and going.

Hilton Palmer
Senior Site Manager, Fit out and Refurbishment FDC

Gunnebo Service



Experienced technicians



Informative staff



With a smile



Resolved quickly



Gold star standard

After receiving such positive feedback from the client, we asked Hilton, a senior project manager from FDC who logged the service job, a few questions about his service experience.

How did the technician handle the issue?

Adam Formby reviewed the works and methodically went through each issue. He was calm and precise in what he was doing and eventually closed out all issues to the 5 SpeedStiles.

Was the issue resolved?

Yes, all issues were resolved.

What impressed you the most about the overall experience dealing with the Gunnebo Service Department?

The call was logged, and I understand that techs were busy with a back log of jobs but were working to fit our site in within a timely manner to ensure the units were up and running. When Adam arrived at site, he just got things done.

Do you have any additional comments you wish to add?

I was very impressed by the level of experience and sheer determination to get the SpeedStiles back online. Nothing was an issue with that type of commitment. I had no doubt the job would not get completed.

What would you rate your service experience out of 5? (1 being the lowest, 5 being the highest)



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