



Operation & Maintenance

# 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 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

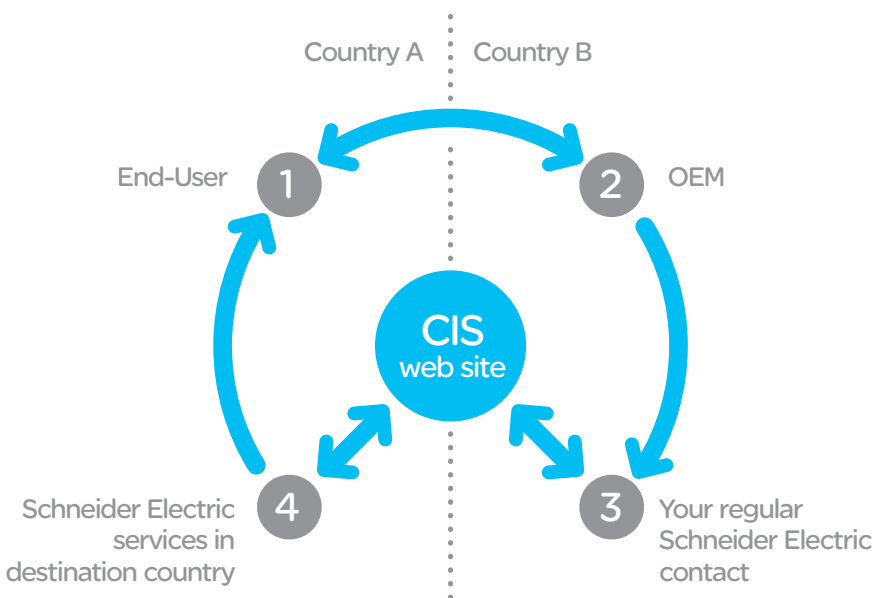


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Further more, we can enhance the basic CIS package by tailoring it according to your (or your customer) specific expectations :

- > 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



[www.oem.schneider-electric.com](http://www.oem.schneider-electric.com)

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