

Closer to the customer: Advantech-DLoG expands support across the globe

More solution-oriented and even easier to reach – the new Advantech-DLoG helpdesk operates a two-shift system and is equipped to simulate problems and resolve them immediately

Germering, 16. July 2013 – Industrial PC and vehicle terminal solutions from Advantech-DLoG safely support work processes in extremely challenging environments. The company is now improving the quality level of its high-tech solutions even more. As of now, the new Advantech-DLoG helpdesk is available (almost) around the clock for customers from all over the world.

“We thought that it was particularly important to increase availability and performance significantly for the improved helpdesk, which replaces the former hotline,” explains Siegfried Weber, Head of Repair & Helpdesk Operations at Advantech-DLoG. Advantech – DLoG has introduced a two-shift system that extends the availability of the helpdesk service. Customers and partners of Advantech-DLoG can now reach the helpdesk from 6 am to 8 pm. This time frame also covers other time zones, which is especially important for inquiries from Asia and the USA.

The helpdesk is the first point of contact for problems, inquiries and complaints from customers and partners. It provides extensive support for Advantech-DLoG products and Advantech products sold through Advantech-DLoG. The helpdesk staff can answer most queries over the phone or by email; state-of-the-art equipment allows them to simulate and resolve problems directly using terminals. If an inquiry cannot be answered immediately, the helpdesk staff forwards it to the respective in-house departments. Customers are kept informed at all times on the status of their inquiry.

For more information visit: <http://www.advantech-dlog.com/>



Caption: Siegfried Weber, Head of Repair & Helpdesk Operations at Advantech-DLoG

About Advantech-DLoG: DLoG GmbH, a member of the Advantech-Group since March of 2010, was founded in 1985 and made a name for itself as a global player in solutions for industrial PCs and vehicle terminals for use in extreme environments, such as on construction equipment, forklifts, trucks, mining and industrial production.

The new brand name Advantech-DLoG combines the experience and leading market positions of both companies with the goal of making Advantech-DLoG into a worldwide leading provider for select vertical markets like intralogistics and heavy load vehicle and fleet management.

Advantech-DLoG stands for industry-leading innovation and the highest level of quality. More than 5,300 employees work in an extensive support, sales and marketing network to provide fast time-to-market services for Advantech-DLoG customers all over the world.

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