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## PRODUCTS OR MACHINERY

Siemens Automation Solutions provides a service that enables a client to automate his process in order that it meets his current, and future needs. To do this we operate a professional engineering service within the field of automation utilising the latest technologies and employing engineers from a wide variety of backgrounds and disciplines.

## COMPANY BACKGROUND / HISTORY

Automation & Drives Customer Service is committed to ensuring that the excellence of our products is surpassed by the service we provide. Words though are easy, and we believe that our customers will judge us not by what we say, but by what we do. Our aim is to "Exceed your Expectations" and we try to do this by practising, daily, the values contained within our A&D Vision. When it comes to your orders, Customer Service becomes the focal point of Automation & Drives. Additionally, should you require pre sale technical support, quotations, spares & warranty or assistance with any other aspects of the sales & logistic process then you will find our dedicated Sales Co-ordinators and Internal Sales Engineers willing to help. We are also the route for Customer Feedback, both negative and positive! The people who work in Customer Service are totally committed to ensuring we deliver "Excellence in Customer Service". This means that we aim to get it right, first time, all of the time, but when things go wrong, as unfortunately some times they do, the aim is to sort things out quickly and without fuss. When contacting Customer Service you should find our people and processes adding value to your business. If not then we would like to know. If on any occasion the service we provide fails to "Exceed your Expectations" – we promise you a prompt and personal response.

### Company Profile of **Siemens Automation and Drives**

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