

Service Portal: our smartest tool ever!

With the **Holmatro Service Portal** you have invaluable customer information at your fingertips and access to effective tools that will help your service organization become more professional and profitable. How about:



Tool management

Insight into the location and service status of all the tools for each of your customers. Both Holmatro tools and rescue equipment from other brands can be registered in the portal. This information could prove useful not only for service, but also for a more proactive approach to the sale of new rescue equipment.



Maintenance and inspection management*

Accurate insight into the maintenance and inspection history of all the tools for each of your customers. This information helps you to timely schedule new service appointments. Your customers no longer have to worry about keeping track of service due dates.



Automated Holmatro Inspection Procedures (HIP)*

Online support to make tool inspections and test procedures faster and more efficient. This is all entirely compliant with our own, extremely high standards and includes the automatically generated inspection report feature.



Exploded-view drawings (2D/3D) and parts lists*

Exploded-view drawings of all the Holmatro rescue equipment are available to help facilitate repairs and identify all the necessary replacement parts faster and more efficiently.



Web shop*

An integrated web shop function for ordering original Holmatro rescue equipment spare parts faster and easier. This function is linked to the exploded views enabling you to order the exact part you need, every time.



Documentation and information

You receive direct online access to all of the available documentation and information for each individual tool. Keeping you up-to-date with the latest user manuals, product specifications and maintenance instructions.



Service requests*

An efficient way of managing service requests online. The Holmatro Service Portal allows your customers to easily get in touch with you and you can also easily stay in contact with Holmatro. Requests made via the portal contain all necessary information and go straight to the right department.

* Are you qualified?

All of the parts marked with * are available exclusively to qualified service dealers trained by Holmatro. Not qualified yet? Holmatro is right by your side when it comes to service training and helping you set up a professional service center.



Holmatro Group
Rescue equipment
World Headquarters
Raamsdonksveer, The Netherlands
Sales & training



Holmatro Netherlands
Rescue equipment
Industrial Equipment
Raamsdonksveer, The Netherlands
Manufacturing, sales & service



Holmatro USA
Glen Burnie, MD, U.S.A.
Manufacturing, sales & service



Holmatro UK
Nottingham, UK
Sales & service



Holmatro China
Suzhou, Jiangsu Province, China
Sales & service



Holmatro Poland
Warsaw, Poland
Sales & service

www.holmatro.com

© Holmatro 0416.01 980.000.637

Holmatro Service Portal
tools • maintenance • inspection

Service is serious business



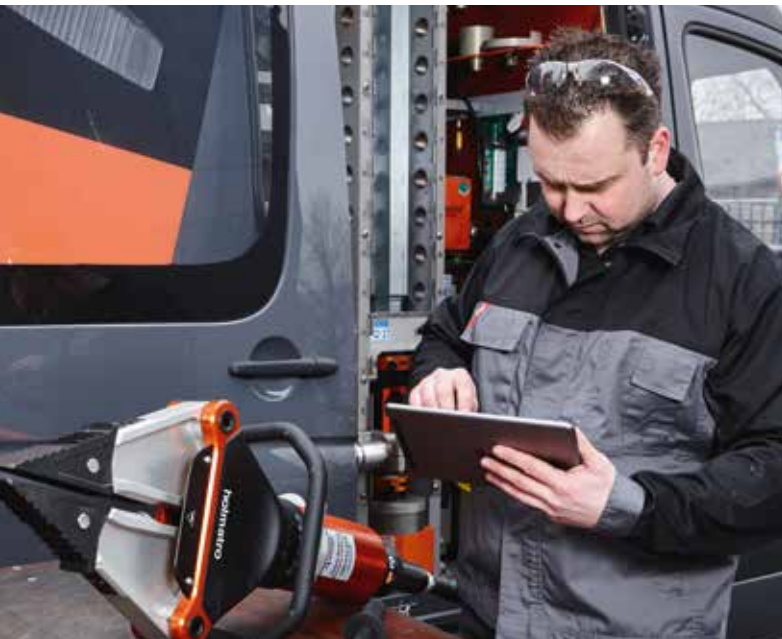
 **holmatro**
mastering power

Get more business from your customers with a professional service organization

In a competitive market, having a distinctive identity is crucial for the success of the Holmatro brand. In addition to continually developing innovative products, it all comes down to providing outstanding service. This is the core strategy for maintaining our edge on the competition. As our dealer, you are the vital link. Together with you we want to further optimize your after-sales service. That's why we have developed the Holmatro Service Portal. It may very well be our smartest tool ever, saving you a considerable amount of time and energy and helping to increase revenue from your existing customers. Who will be happy to learn they can use this portal too, to manage their rescue equipment free of charge.

Service opportunities

When it comes to saving people's lives, deployment of rescuers and equipment is more important than money. Regardless, more and more organizations are having to cope with budgets that are under pressure. One obvious solution is to extend the life of rescue equipment. This offers you the chance to increase your earnings from maintenance and repairs.



Customer loyalty based on service

Offering your customers both the best products and the best service means establishing lasting professional relationships. There are more opportunities for direct contact and you stay better informed of what is going on in your customer's organization. And from the customer's perspective, they know they can count on you: you take all of the rescue equipment concerns out of their hands, lowering the chances of them moving to the competition.

Supporting your service

The Holmatro Service Portal is an innovative online tool that helps you elevate your service organization to the next level. Easily obtain more insight into the tools your customers possess, their maintenance status and when it's time for a new service appointment. The portal simplifies operations with automated inspection procedures, exploded view drawings for repairs and a spare parts web shop.

Make a great impression on your customers

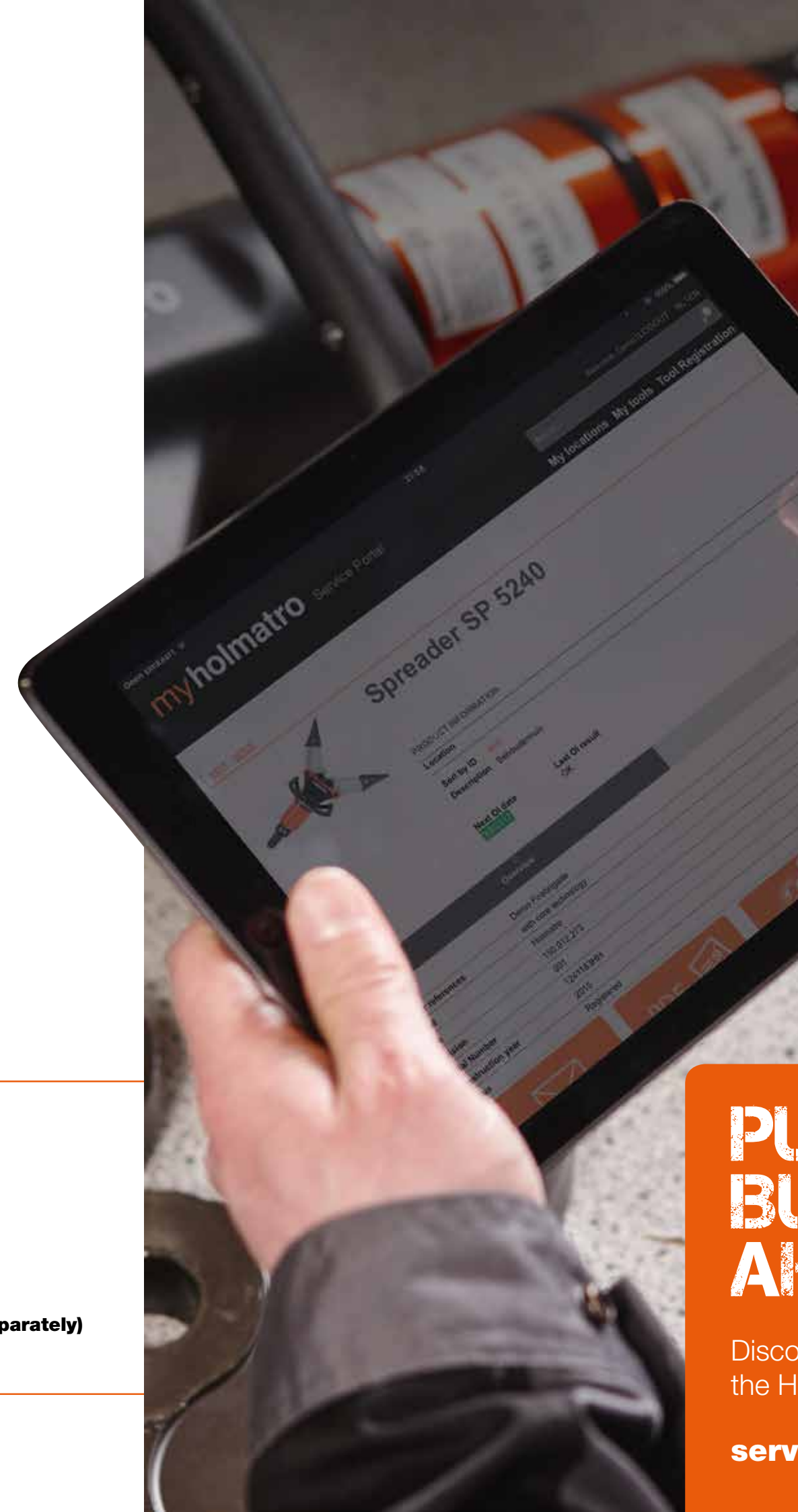
As a qualified Holmatro Service Dealer you position yourself as the designated authority for inspections, maintenance and repairs of Holmatro rescue equipment in your market. Your service technicians are trained by us. They work safely and expertly with only the best materials to help keep your customers' tools in top condition. The Holmatro Service Portal enables you to do all of this faster and more efficiently. Not to mention that your customers can also take advantage of the portal themselves. With a single click they gain instant access to an overview of their tools including the latest maintenance status, and to their tool locations. Something your customers will no doubt be grateful for!

Specifications

- **Web-based application for PCs, laptops and tablets**
- **Available 24/7**
- **Offline mode for locations without WiFi**
- **All the relevant service information in one place**
- **Intuitive user interface, single login through MyHolmatro**
- **Allows your customers to register both Holmatro tools and other brands**
- **Tool registration made easy thanks to data matrix codes (also available separately)**
- **Data export feature for extensive analyses**

What does the Holmatro Service Portal offer you?

- ✓ Invaluable customer information offering business opportunities
- ✓ From reactive to proactive: your business stays one step ahead
- ✓ Even higher customer loyalty: satisfied customers, thanks to seamless service processes
- ✓ Unique tool as a powerful weapon against the competition
- ✓ Working faster and more efficiently: hassle-free inspections, repairs and spare parts orders
- ✓ Positioning your organization as a professional and innovative expert



PUSH YOUR BUSINESS AHEAD!

Discover all that you can do with the Holmatro Service Portal at:

service.myholmatro.com