



From the Desk of Hervé Fages

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The All-New Look of Good Old-Fashioned Service

You'll notice as you read through the pages of this issue, there's a lot happening with video security at Schneider Electric. With three significant new product launches now under way (Sarix SureVision, Sarix Thermal Imaging and the all-new Digital Sentry platform) a complete elevation of our entire end-to-end HD system offer and a host of advanced new integration technologies being released, it's easy to see where we have been putting a lot of our time and resources – but that's just part of the story.

Behind the scenes, we have been working extra hard to implement new systems and programs that have a direct positive impact for our customers. A central part of this effort involves realigning our approach to customer service to better support the products and customers of today. Pelco by Schneider Electric is of course famous for customer service. And over the past few years there has been a large and rapid change in our products and the needs of our customers. I'm pleased to report that we have been very aggressive in enhancing our service and support systems and tools accordingly. We have been working to create tools and data that can best address how our systems and IP-based customers like to work and do business.

We just launched the first few pieces of what soon will become a complete offering of online services at pelco.com. If you have not had a chance, please check out the following:

- Online Return Authorization Tools
- B.O.S.S. 5.0® Online Order Integration
- Online FAQ Resources

And most significantly, I recently appointed Doug Williams as our first-ever Vice President of E-business. Within this critical position, Doug will lead all our activity concerning the Web, including all intranet and extranet projects, e-commerce, e-business, and all Web-based sales tools. Doug and his team will lead the effort to create the best possible online experience for our all customers and business partners.

It's interesting to see that for all the many things that have changed over the past few years, our commitment to customer service and to an excellent customer experience has not changed. The tools and systems may be changing, but our core commitment to providing amazing customer service remains as steadfast as ever. Please keep watching as new services and systems become available. And make sure to take some time to experience these new tools and services, and of course, let us know how we can make these systems – and your experience – even better.