

## CVC—That extra mile through aftersales support

### Our Bureau, Bangalore

CVC Technologies, Inc, is an ISO certified single source provider for pharma packaging solutions. Having done a business of just over Rs 100 million in the fiscal year 2003-04, the company has won accolades from its customers for its prompt after sales support.

Associating from the very inception of a project, the CVC

team works very closely with clients by analyzing customer's product samples to understand the suitability of the same on its machines. The company helps its clients to minimize the risks and maximize the return on investment.

Operating with factory trained service personnel, the company assures its customers for a maximum machine uptime. With the spare parts stocked at Bangalore office, CVC assures its customers of a

quality level on parts that meets that of the original and comes with a guarantee of fit and functionality.

The company's support team responds to customer service orders with no loss of time by way of maintaining service histories, equipment histories, statistical and customer reports, service estimates etc. Through constant interaction with its customers, its team takes the feedback to make sure that it provides the best possible support.

CVC team consists of mechanical and electrical professionals and other skilled technicians. The company has customized training programmes designed to help the customers to understand, operate and maintain the machines efficiently. Training videos, demonstrating the machine's basic operations and functions, will help enhance operator's efficiency.

"CVC understands how much it is important to have an

efficient after sales support & service for its customers. Repeat business is a reflection of customer's satisfaction on this front and that is what CVC has achieved," the company sources said.

At CVC, the technology is continuously evolving and we offer the latest technology machines to the Indian market. This was recognized by CII during Pharmaexpo 2003 through a citation award, they maintained. ♦