

# CUSTOMER SUCCESS

**YOUR success, OUR highest priority**



## SUPPORT VS. SUCCESS

We don't take commitment lightly at House of Design and as such we define our support programs as "Customer Success." Customer success is focused on working proactively with our clients to ensure they maximize the value of their automation. To that end, we have created programmed services to achieve consistent uptime and system reliability. We will be here for you and your team to provide assistance whenever needed.

## OUR SERVICES:



Field service and maintenance – rapid resolution for unexpected issues and a full range of inspection and diagnostic services to maintain peak performance of your system.



Spare parts – beyond advised backstock, rely on us for quick sourcing, shipment and if needed, installation to maximize uptime.



Remote monitoring – specialized support from technicians poised to solve any arising issues quickly and without headache for your onsite team.



Resident Engineer - onsite post commissioning to ensure that clients are fully trained in the operation of machinery and that production has reached a steady, consistent rate. Your company can extend their stay as needed.



Access to our knowledge base and expanding resources.

## ALONG FOR THE RIDE

Automation can feel intimidating, but less so with a trusted and long-term partner.

We provide training, maintenance, and support throughout the entire life cycle of your investment, via our professional field service technicians and resident engineers.



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## OFF TO A GREAT START

Included services with your system purchase:

- Initial Consumables Package
- 24-month robot warranty (includes remote robot monitoring)
- 12-month system warranty (HoD parts and electrical components)
- Resident Engineer onsite post commissioning
- Operator and Maintenance Training

## WHY CHOOSE HOUSE OF DESIGN?

### WE ARE:

- a US (Idaho) based provider focused on innovating for your specific market
- an “all-in” partner providing robust support programs

### WE OFFER:

- a high level of industry integration, combining our software and robotics tooling with existing and proven technologies
- our team to you - clients are backed by a committed team of HoD technologists: 150+ employees, 50+ engineers, assembly and field technicians

## CONTACT US

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