

Maxime
A master of advice



**WE GAIN CUSTOMERS' TRUST
DAY AFTER DAY BY LISTENING
TO THEM AND GUIDING THEM
TO FIND THE MOST SUITABLE
SOLUTION.**



Maxime is a technician who advises our customers in order to guarantee correct functioning and availability of their equipment on their sites.

Maxime plays the role of advisor and maintenance technician for our customers. With his team to support him, he prepares and starts the equipment taking the time to train customers on how to use their machines. As a team manager, his responsibility is mainly based on customer satisfaction through communication and the pleasure involved in listening.

Maxime says: My mission for successful customer experience is:

- Contacting customers regularly, listening to them and lastly discussing their needs with them to understand their expectations.
- Creating partnership relationships with them based on trust.
- Standing by them to convey maintenance recommendations and give them useful guidance.