



**SENSUM**

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## **Sensum improvements in Customer assistance during COVID-19 pandemic**

Sensum is a strategic and essential supplier of quality control systems and services for the pharmaceutical industry. We are committed to our customers to support the production continuity required for uninterrupted supply of drugs to the patients. We have quickly and efficiently adapted our Customer assistance processes to the new situation and introduced new technologies, know-how and working practices in our sales, project management, logistics and aftersales teams. Some details are given in this note.

Customers looking for new inspection solutions can now receive even more extensive first-hand information from our sales team, providing direct communication with technical sales experts, extensive product information with video material, interactive on-line machine demonstrations, and customer controlled performance test protocols. These activities contribute to an uninterrupted purchasing process even in the absence of exhibitions and live showroom demonstrations, traditionally used for presenting innovations, building relationship and growing trust.

The project management teams are always in close contact with our customers for planning and execution of qualification, installation, training and all supporting activities needed to successfully complete orders. Our customers are now taking an option of performing all these activities remotely in order to finalise project activities on time, even when on-site physical visits are not possible.

Our aftersales teams are providing support for machine operation, personnel training, batch inspection, and machine life cycle. Remote support has been proven to be the fastest and, in past months, most often used method for aftersales support. Nevertheless, for some cases on-site support is still important and we put extra efforts to provide regular on-site support at customer site as well. We are closely cooperating with our Ministry and embassies to gather current travelling guidelines and applicable pandemic measures to obtain all the necessary documents and certificates, to our engineers can travel to the customer's site without unnecessary delays.

The machines and machine parts are delivered on schedule worldwide with the help of our trusted logistics partners. Our logistics team is well informed on current shipping conditions and the expected shipping dates for each customer and prepares deliveries accordingly.

In summary, Sensum is a viable and flexible company with operational and field-proven worldwide Customer assistance on which customers can always rely on.

Yours Sincerely,

*Dr. Rok Bernard, Managing Director*



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