



## SANAKO Installation Services

### PROFESSIONAL SERVICE FOR FULL CUSTOMER SATISFACTION

Delivered by our competent global network of sales partners, SANAKO Services include a package of after-sales customer care elements designed to complement and complete the teaching solution.

SANAKO installation services are available for all of our teaching solutions. Our partners work with your institution's technical and teaching personnel to provide efficient installation and basic introductory training. A report is provided after executing a specific sequence of activities, and approval is required before another stage begins. This process ensures customer satisfaction.

#### Careful planning to maximize efficiency

To ensure that the set up of the SANAKO solution proceeds efficiently, the environmental of the target systems are checked before the technician's site visit. This guarantees the most effective use of installation time.

#### Pre-checks guarantee optimum accuracy

By verifying the contents of the packing list, SANAKO makes sure that all components are included in the delivery of the system. Careful pre-shipment inspection eliminates the possibility of inconvenience or delay resulting from missing components.



*The personalized training that forms part of the SANAKO services gives teaching personnel full confidence in using the latest technology in their work.*



*SANAKO Services ensure full customer satisfaction.*

#### System installation by certified professionals

Sanako systems are installed by trained and certified professionals, guaranteeing a successful and efficient process. The involvement of our global network of partners also ensures that installation services are delivered without delay.

#### System configuration for customer's needs

In addition to system installation, our service professionals conduct system configuration to ensure that the technology solution is ready for use according to customer needs.

#### Step-by-step system testing

System functionality tests verify that the teaching environment works optimally and allows for a smooth flow of teaching activities.

#### Personalized introductory training

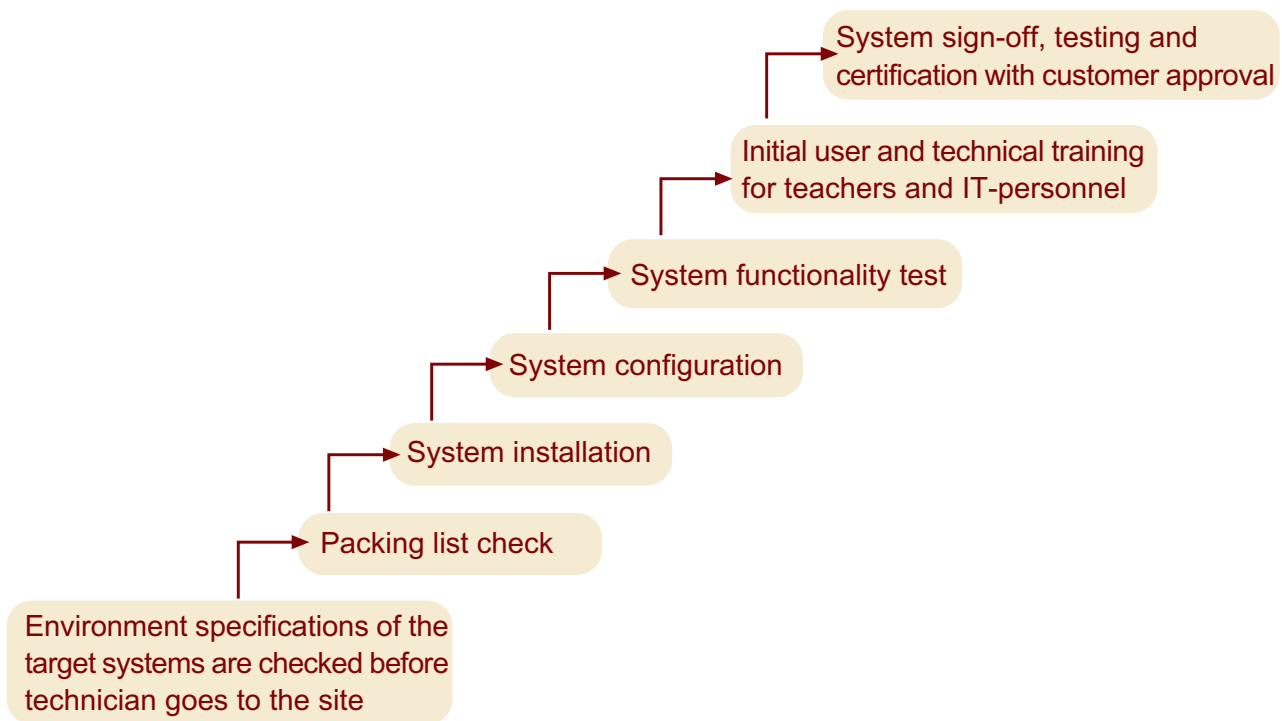
SANAKO Installation Services include introductory training for teaching personnel and technical staff. Incorporating an introductory training session into the installation service ensures that customers develop the basic skills needed to start utilizing their teaching technology. The SANAKO Training Services package offers the customers a complete training program that includes both a thorough product presentation and hands-on training covering all product functions.

#### Customer involvement

Customer involvement and approval are at the heart of Sanako services. An essential phase of the Installation service involves customer confirmation that the installation service has been executed successfully and according to their wishes. System of sign-off ensures that the customer approves each stage of the service encounter.



## PHASES IN THE SANAKO INSTALLATION SERVICE



### **SANAKO Corporation**

SANAKO, formerly Tandberg Educational, is a learning technology company developing language teaching solutions, teaching and classroom management software, virtual learning and professional development solutions, as well as supplying customer services. We are the world leader in live language learning technology.

Today's solutions include modern software, and wireless and mobile systems that act as a catalyst for improving teaching outcomes by motivating learning.

Our sales network reaches customers all over the world and we've provided Tandberg Educational Quality to satisfied users in over 100 countries. We serve our customers through a network of resellers in 70 countries. Based in Finland, the company has sales offices in China, France, UAE, UK and US.

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We reserve the right to make modifications to any products described herein.

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