

Data Sheet

www.kerncan.com

Committed to Customer Success

Beyond Satisfaction: Kern's Commitment to Customer Success



How do we measure success?

Maximizing run-times and delivering consistently high through-put rates show that your mailing operation is running efficiently. To have a successful mailing environment, you need the cooperation of your operators, your documents, and your processing equipment. The synergy between these elements results in a truly successful operation and Kern is committed to making sure that you achieve success.

The success of our customers is the most important part of our business. At Kern, we believe that we do not succeed unless our customers succeed. Fast machines, advanced technology, and outstanding technical support are the fundamental strengths of what we do. By establishing a mutually beneficial partnership, both our customers and Kern are able to achieve success and we back that up with a guarantee.

Customer Success Guarantee

You are making a large investment for your mailing operation and you want to know that your product is the best and will give you the results you want year after year. There is no better insurance policy for your production mail equipment than a guarantee. Kern has made a bold statement with our 'Customer Success Guarantee.'

The Kern Customer Success Guarantee simply states:

"Your Kern Product is guaranteed to provide a minimum of Ten Years of production grade output, when maintained under a Kern Full Service Maintenance Agreement. If we can't fix it, we'll replace it. Period."



Kern Full Service Maintenance

To give our customers the fastest and most reliable service for their Kern systems, we offer a comprehensive maintenance program that will optimize your systems performance. By performing *PREDICTIVE MAINTENANCE*, Kern is able to prevent down time by correcting problems before they occur. It truly is "like having a new machine every 30 days!"



kern
document output management

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