



FAST, CONSISTENT SERVICE:

THE UNILOY CERTIFIED FIELD SERVICE TECHNICIAN PROGRAM

THE SITUATION

Uniloy is committed to being a true partner to our customers by helping maximize their machines' efficiency, productivity, output and uptime. That demands a consistent, timely service experience that aligns with our rigorous quality standards and requires a team of knowledgeable field service technicians to address our customers' needs.



UNILOY®

THE STRATEGY

Uniloy created a Certified Field Service Technician Program to deliver consistent, quality service to our customers. Technicians who complete this program receive comprehensive Uniloy training and certification on our field service procedures and processes. They each bring in-depth experience in the blow molding field, including general procedures, hydraulics, pneumatics, molds, mechanical, electrical and processing. Our certified technicians have direct access to our sales team, engineers and product experts, ensuring they're equipped with the insights they need to bring the best solutions and options to our customers. By creating a strategically located certified technician network, we are able to deliver industry-leading, global reach and expertise across machine lines.

THE RESULTS

Uniloy has successfully implemented the industry's first Certified Field Service Technician program. With our global network of certified technicians and alignment of skill sets and scheduling, we have increased our customer response time and improved overall satisfaction. This program is one more way Uniloy is deepening its commitment to our customers and partnering in their success.

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**OUR GLOBAL
CERTIFIED FIELD
SERVICE TECHNICIAN
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RESPONSE TIME
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SATISFACTION.**
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