



**Are You Getting the
Best Customer Service
from Your Spray Foam
Equipment Provider?**

It's no secret that customer service today is more important now than ever before. In an effort to meet customers where they are today, we believe it's important for companies to realize that superior customer service – especially in the Spray Polyurethane Foam (SPF) insulation and equipment industry – isn't just about the way you greet and serve your customers. Rather, it involves the unique ability to offer a strategic combination of extensive knowledge and manufacturer support to assist professional contractors throughout the equipment purchase process and beyond.

Knowledge is King

A full service equipment and parts supplier, Intech Equipment and Supply has deep relationships with a wide range of industry manufacturers, providing the best in trusted industry equipment backed by expert service. Our online store features equipment for spray foam insulation, spray foam equipment parts and turnkey mobile spray rigs, as well as traditional roofing equipment and safety equipment.

Moreover, our world-class technical support staff has more than 400 years of combined industry experience, complementing our four full service branches in the U.S. in three different times zones.

As a result of this vast network of experienced customer support professionals, Intech can help frustrated customers – regardless of where they are located in the U.S. – troubleshoot equipment, recommend suggestions and solutions, fulfill parts orders, and get customer equipment up and running in the shortest amount of time possible.



Are You Receiving the Best Possible Service?

If you are a SPF professional contractor, here are some questions we suggest you consider when determining if you are getting the best customer service from your current SPF equipment provider:

1. Does your equipment provider offer same-day or next-day customer service? Many equipment providers today sell parts, but the truth is that they don't always have the expert knowledge and service to back up their sales pitch. At Intech, we offer same-day and next-day service, as well as troubleshooting – either in person or via phone, across three time zones. With our easily accessible team of experts, there's no red tape to navigate through. Our customer service reps can effectively and efficiently walk you through a repair over the phone the same day. And should your issue require in-person assistance, we also send technicians out to your location within one day.

Let's say you buy a part from a big distributor – because it costs less – and that part doesn't fit or it breaks. In many situations with other providers, it could take days to get a phone call back, if at all.

At Intech, our approach is much different. If your equipment breaks down, an Intech rep is often located within just a few hours of your location, and can be there to help with technical service and support either that very same day, or the next day.

In fact, just recently, our support team received a frantic call from exasperated contractors working on a job site in Greenville, NC late afternoon on a Friday. Unfortunately, their mobile rig was down and they simply couldn't figure out the problem. At the same time, they were expected to have this extremely important job completed within the following 48 hours (by Monday).

Thanks to Intech's easily accessible customer service team, we were able to send a highly skilled technician from one of our next closest locations (in this case, Georgia) to get these frustrated contractors back up and running the very next day. Within less than 24 hours, these workers were able to start spraying again– and throughout the rest of that weekend – resulting in their completion of the project on time and within budget.

2. Does your equipment provider offer a collaborative approach to customer support?

Customer loyalty and longevity for today's SPF equipment providers is about more than just good rapport with customers.

With this concept top of mind, Intech recently incorporated a new intra-communication technology system – an innovative, real-time team messaging mobile app – for our customer service team members to utilize when taking calls. With this new technology, we now have the ability to take our company's "team communication" solutions for customers to the next level.

The technology enables Intech to provide lightning-speed, responsive levels of service required to keep our customers for life.



What makes this customer benefit so unique is the fact that in addition to the quick turnaround time, it is still extremely personable. Taking into consideration your company's specific needs and objectives, we first provide a standard product solution or customize one of our proven formulations for your specific application.

And we constantly welcome new problems or challenges. In fact, our experts thrive on doing what hasn't been done before.

So, how does it work? Let's say a team member needs input or advice on a specific part that a customer may need to purchase for his spray rig. The new app allows our customer service reps to request help or feedback from the entire team at the same time. As a result, our professionals help each other with suggestions, knowledgeable feedback and encouragement – in real-time – thus providing superior support to each and every customer.

“With this new communication tool, everyone on the Intech team can access a ‘trail of responses’ on various equipment support and repair topics,” said Keith Coultrap of Intech. “Thanks to this amazing state-of-the-art technology, it's helpful to be able to go back and check if an issue has come up before, and then go back to a customer to provide immediate support.”



3. Does your equipment provider boast a nationwide footprint?

Perhaps you are an East Coast SPF professional desperately in need of a specific part after 5 p.m. At Intech, a West Coast agent can ship that part via FedEx, with a goal of delivery by 10:30 a.m. the very next day.

The impact and far reach Intech has as a nationwide spray foam equipment provider is second to none. With locations scattered across the U.S., we can easily deliver parts anywhere in the country by the next day.

4. Does your equipment provider avoid topics, like warranties and coverage?

If you have a warranty issue and you purchased your equipment from our store, we will fix it. Intech stands behind everything we do – no questions asked.

If you purchase your equipment directly from Intech, we stand behind what we sell you, and fix or replace any parts as quickly as possible.

Conclusion

The fact that we' ve been in business for more than 20 years gives our customers peace of mind that our solid, forward-thinking company will be around when you need us the most.

At Intech, we strongly believe there' s a lot more to the equipment buying process. At the end of the day, we make it a point to support our customers from before they even make their very first purchase and beyond.

About Us

Founded in 1995, **Intech Equipment & Supply** is an independent, full service spray foam and coatings equipment integrator and parts supplier offering equipment, parts, turnkey mobile spray systems and expert technical assistance.

Intech's key customers are commercial roofing contractors, insulation contractors, asphalt coatings contractors and the materials suppliers that serve those customers. Typical markets served are spray foam insulation, spray foam roofing, commercial roof coatings, single ply roofing, and colored asphalt coatings applications.

A world class technical support staff with more than 400 years of combined experience complements our four full service branches in the U.S. in three time zones. We also have a network of independent reps and authorized sub-distributors.

Intech Equipment & Supply has been recognized by Graco as a Top 20 Graco HPCF North America Distributor for six years in a row, including 2010, 2011, 2012, 2013, 2014 and 2015. For more information, visit www.intechequipment.com

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