



## **Kaizen Infoserve Conducts Partners' Meet, celebrates the completion of 5 successful Customer support years pan India**

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India :Kaizen Infoserve, an IT hardware service company for many leading brands, since Inception been rated as a preferred partner in Technical support, announced its successful completion of five years in rendering its delightful service to pan India customers, to mark the occasion Kaizen conducted a partners' meet on 15th & 16th of November 2011 at Kaizen Bangalore office. All partners of Kaizen Infoserve attended the meet.

The objective of the meet was to provide better customer support, which forms the USP of Kaizen Infoserve. The discussions at the meet concentrated on new improved service plans of Kaizen and acquiring new customers. Multiple expansion plans for 2012 were also discussed, based on the requirements of their clients. Kaizen has decided to set up a new HLRC – High Level Repair Centre in Delhi. The target to make HLRC operational is by end of February 2012. Kaizen plans to open its branches in tier 2 cities by end of AMJ 2012.

Mr Murali Krishnan, Head of Operations at Kaizen Infoserve said “based on the feed-backs from partners, Kaizen has newly set-up an independent division for each OEM to obtain feedback from customers who avail the services from its branches and support locations, as feedback is one of the main sources of data to improve the efficiency”.

Partners in the forum were in appreciation of Kaizen support and commitment to customer support. They were unanimous in accepting Kaizen approach as quite unique and the quality of support to be superlative.

M A Mannan, Country Manager-India at Corsair Memory said “Up-Country Direct has been a huge success for Corsair. For the year 2012, the technical support team's size would be increased, to ensure better deliverables for its customers”.

“Handling of customers has taken a good face shift in this financial year, with Kaizen setting up a dedicated team. This is a huge boon for customers of Mercury. This would be a good tool to get the feedback directly from customers. Wishing Kaizen a good 2012” said Ms Sushmita Das, Country Manager-India at Kobian.