

25th March 2015

SIGNALIS SERVICES DIRECTORATE

Today SIGNALIS has established a dedicated Services Directorate amalgamating the previous departments of After Sales, ILS, Maintenance and Training under a single roof.

The Mission of the Services Directorate in its simplest form is **Customer Care**.

Our Vision is to embrace a Digital Transformation of Customer Services worldwide.

This Digital Transformation of Customer Services will complement our new product STYRIS and will be known as **STYRIS Line**. Utilizing the feedback attained via the User Conferences, SIGNALIS Forum, Customer Surveys, and knowledge attained from Training course critiques we shall implement unique digital applications to enable efficient two-way Communication and Services via a single portal **STYRIS Line**.

Rest assured existing Customers who as yet, have not migrated to STYRIS, will still profit from this transformation and the benefits it will bring to the SIGNALIS Customer Care service. Directly and via our website we will keep you continually updated as our new Directorate evolves. This transformation will not impact or reduce our contractual commitments.

As Director of this new department I am dedicated to ensuring a flexible mindset, approach, and organizational structure to ensure 24/7 relentless focus on you, our Customers. I sincerely hope you will join us on this voyage of transformation and provide feedback as we pass each waypoint towards achieving our Vision.

Yours sincerely,

Mark H. Pearson
Director Services