



Path to Excellence in Customer Support & Services

*Engage your business around the
customer and get his loyalty*

*Delight the customer demonstrating
its importance*

*Keep your product with high
performance and well supported*

*Increase your revenues and
customer loyalty by focusing on
serving well your customers*



Our mission is to **enhance customer experience** in the market place.

Martini Consulting empowers **companies to excel** in customer experience, product life management, services & results management, improving companies results by supporting business sustainability.

Counting with **very experienced partners and varied specialties** Martini Consulting **has a wide experience with outstanding results** in the development and operation of aircraft support & services processes in the aeronautical market that is demanding and well regulated for the Commercial, Executive and Defense sectors.

Martini Consulting can **take this experience to your company, tailoring the right solutions for your business**, building the path to excellence in support and services that will strengthen the company's sustainability.

Martini Consulting wants you to be faster, more agile, better for customers & shareholders

COMPETENCIES

Process reconstruction and management
Results management
People training and management
Product reliability management
Product maintenance and operational costs management
Product life cycle management
Service management
Product maintenance and maintainability characteristics
Spare parts support
Spare parts Inventory Planning
Supplier Relationship Management for Customer Support
Technical publications
Customer relationship management
Technical and Maintenance Support
Flight Operations Support
Customer Support

SERVICES

Lectures, coaching, brainstorming sessions, internal and customer forums, detailed internal assessment, processes and management procedures review, people's assessment, programs to consolidate customer value, customer satisfaction survey, benchmarking, all the specific needs for customer support operations.

*We invite you to visit our website to know more about
us and to read about Customer Support & Services*



website

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