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ViryaNet Customer: Teraoka Seiko



<http://www.teraoka.co.jp>

About Teraoka Seiko

Teraoka Seiko, a Japanese manufacturer of tracking and point-of-sale devices and weighing scales focused on the supermarket industry, has over 200 field engineers in 40 centers in Japan and services 80,000 pieces of equipment. Teraoka also works with more than 100 third-party distributors that sell and service Teraoka's products outside of Japan.

Founded in 1934 Teraoka Seiko markets under the DIGI brand in an expanding range of industrial sectors. DIGI - recognized around the world as a symbol of quality and reliability – has become a leading brand in store automation, production systems for food and manufacturing industries, and most recently in postal services.

Why ViryaNet?

"With ViryaNet's Service Hub, we have the requisite solutions to unite our vast number of field service personnel on the Internet and position Teraoka Seiko's service business as a profitable entity," stated Mr. Kazuharu Teraoka, president, Teraoka Seiko. "We are an organization that prides itself on developing quality products and providing exceptional customer support. Service Hub enables us to capitalize on the efficiencies offered by the Internet - and position our Company as the world leader."

Teraoka Seiko has implemented the complete Service Hub system, which includes:

- ▼ Service Portal
- ▼ Service Intelligence
- ▼ Service Process
- ▼ Service Engine
- ▼ Integration Server



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ViryaNet Service Hub enables Teraoka Seiko to improve the contract renewal rate, monitor customer satisfaction, supervise equipment usage, integrate with sales personnel, and optimize the scheduling of engineers for service calls and planned preventive maintenance.

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