

# STERIS Life Sciences OUR FIELD SERVICE REPRESENTATIVES

## World Class Service

The Support You Need,  
When You Need it.

You can count on STERIS' Service:  
Over 800 STRONG in North America,  
and Leaders in the industry.

You can always find **someone** to try to service  
your equipment, that may save you a little money  
in the short term, BUT DID YOU KNOW THAT...

- All of our Field Service Representatives (FSR) are OEM factory-trained technicians who are mandated to keep up to date on the latest technical information of all our equipment
- Every STERIS Field Service Representative has extensive annual safety training and is World Class Safety Excellence (WCSE) certified
- We follow thorough Preventive Maintenance Checklists (PMCL), which are continuously updated
- STERIS' FSRs have Proprietary Knowledge Management System (KMS) access which gives them instant electronic access to all previous equipment solutions
- Factory engineering and technical support is available to every STERIS FSR, at any time, if needed
- STERIS has a Call Center staffed with Customer Service Representatives, that provides support 365 days a year, offering <1 hour response time (phone), and onsite response within 24 hours for Priority 1 events
- You will receive an automatic email summary of all completed services sent immediately after service visits
- Our STERIS FSRs have access to over 70,000\* parts that are in stock.

*\*Approximate amount of parts*

### Because of your feedback, we are PROUD to state:

Our Field Service Representatives have earned a World Class Customer Satisfaction Rating that is higher than Apple, Amazon, and Google\*

Partner with STERIS and you too will experience our world class service!

Source: Satmetrix April 24, 2013 publication.  
[www.prweb.com/releases/2013/4/prweb10663049.htm](http://www.prweb.com/releases/2013/4/prweb10663049.htm)



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