

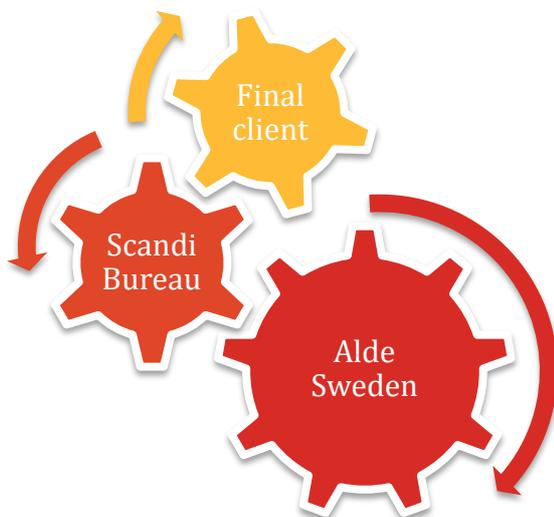
ALDE

ALDE CONCEPT CONTINUOUS GROW ON THE FRENCH MARKET



“Scandi Bureau assists us in an excellent manner. We have continual phone support with a possibility to make conference calls...”

Håkan Streimer, Sales & Marketing Manager



Story

Alde is a world leading company that develops, produces and markets heating systems mainly for caravans and camping cars. The company has been active in France for over 30 years.

Goal

Over the years, ALDE have greatly invested on the French market with very good results. Consequently, the necessity to communicate with their clients has significantly improved.

Solution

As a third part company acting in ALDE’s name, Scandi Bureau deliver continuous phone support to end users and repair centers with a possibility to solve urgent issues through conference calls with ALDE’s service department in Sweden. Scandi Bureau is also helping during customer visits, trade fairs, technical trainings and with various administration tasks that need to be handled in French.

Results

Working with Scandi Bureau gave Alde the opportunity to develop the sales and service quality in different region of France and maintain a high standard of customer care.