

Hawke Subsidiaries Unite to Give Global Customers 24 Hour Technical Support

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Hawke International, suppliers of cable glands, connectors, field bus systems and enclosures for hazardous areas and harsh industrial environments, has launched a new round-the-clock help service for their global customers.

From anywhere in the world, clients can interrogate Hawke's new online knowledge database for an instant answer on Hawke products or other related issues. However, the system is much more than a simple online frequently-asked-questions (FAQ) area to their web site. If the knowledge base cannot deliver a satisfactory answer, users can submit their query to the company technical department for a guaranteed e-mail response. This is achieved by Hawke in the UK linking up with its subsidiaries in North America and Asia, to make the 24 hour staffed service available on a global basis.

All new questions and answers are added to the database and integrated with existing content. Over time, the company anticipate that an already rich resource will become an even more valuable tool for their clients throughout the world.

Commenting on the new service, Michael Connelly, Hawke's marketing manager said, "solving problems is all about quick access to information - by implementing technology to work with our subsidiaries we can offer our customers access to technical support staff around the clock."

The new service is located at www.ehawke.com/faq.asp

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