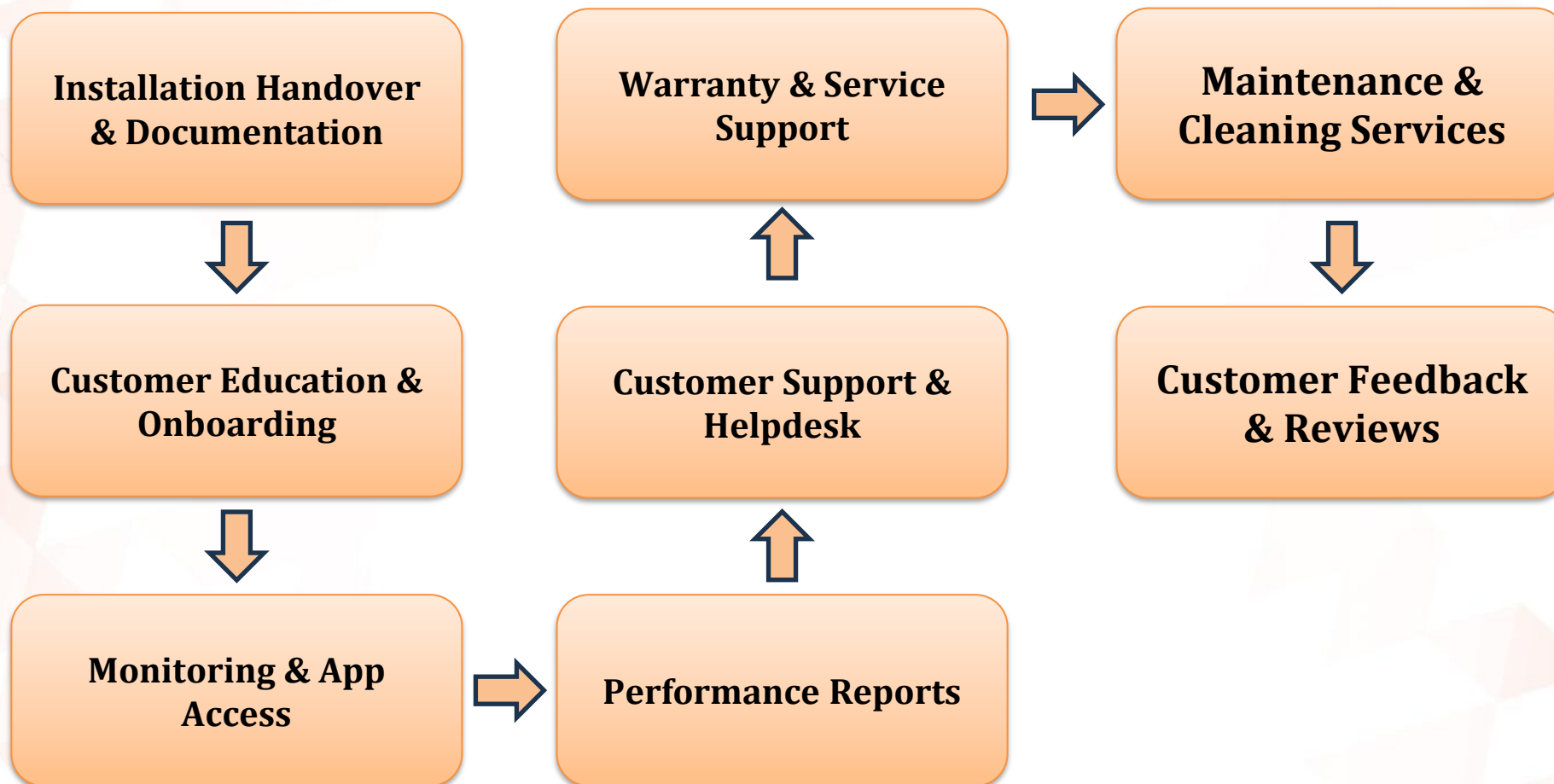




# **AFTER-SALES END TO END PROCESS**

# AFTER-SALES END TO END PROCESS



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## 1. Installation Handover & Documentation

- After installation, the company provides:
  - System handover documents
  - Warranty papers
  - System performance overview
  - Safety instructions

## 2. Customer Education & Onboarding

- A technician or support staff walks the customer through:
  - How the system works
  - How to monitor performance (e.g., via mobile app or web portal)
  - Maintenance tips
- Optional online training or tutorials are provided.

## 3. Monitoring & App Access

- Customers are given access to a **mobile app** or dashboard to:
  - Monitor real-time energy production
  - Track savings and usage
  - Detect system errors or downtime

## 4. Performance Reports

- Monthly or quarterly reports sent via email or app:
  - System output vs. estimated
  - Energy savings
  - CO2 reduction

## 5. Customer Support & Helpdesk

- Multiple support channels:
  - Phone, chat, email
  - Emergency support for critical failures
  - FAQs and video guides online

## 4. Warranty & Service Support

- Solar systems typically come with:
  - Inverter issues
  - Panel damage
  - System not producing expected power

# AFTER-SALES END TO END PROCESS

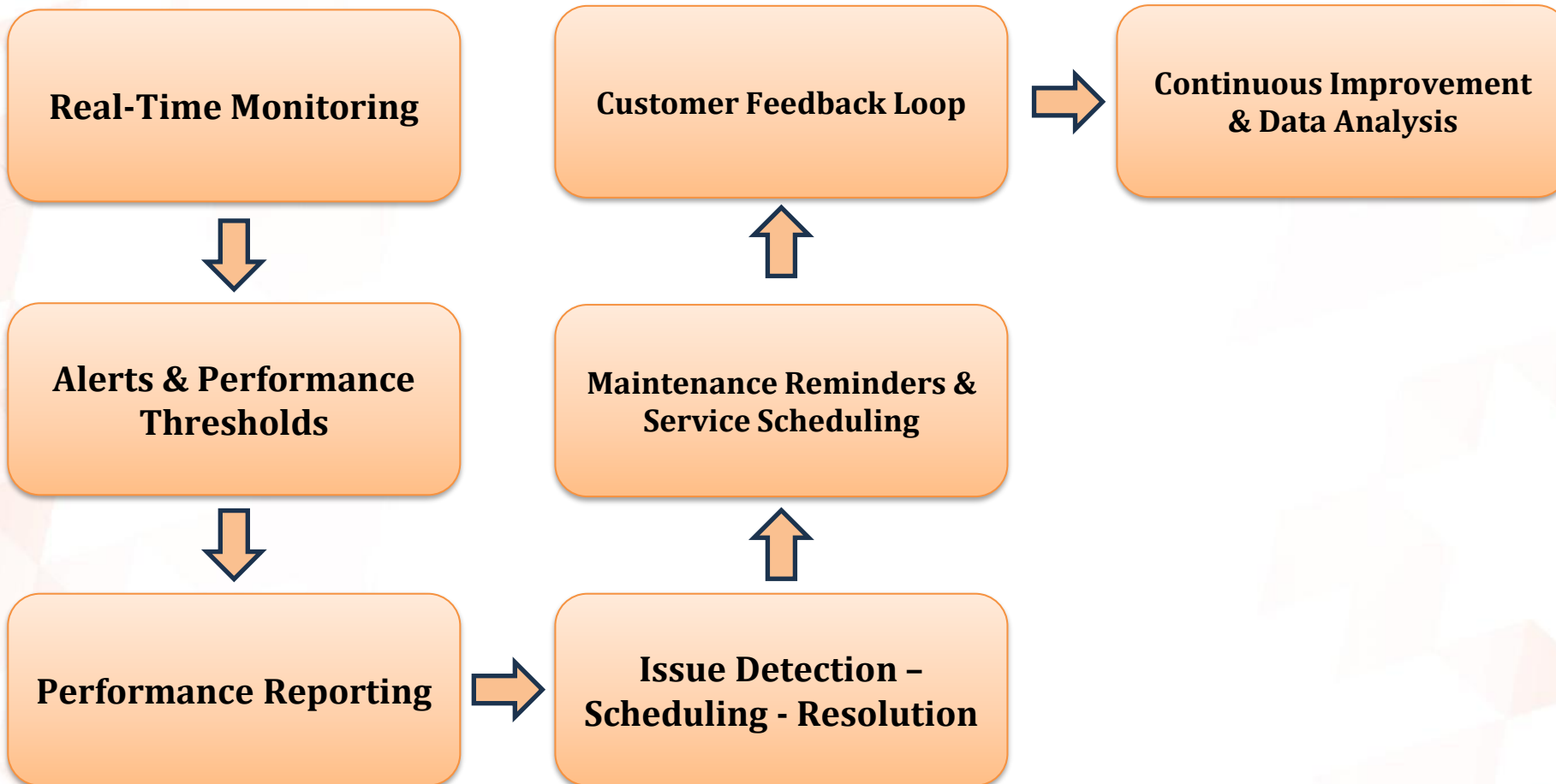
## 7. Maintenance & Cleaning Services

- Annual or bi-annual service reminders are sent.
- Optional **maintenance plans** may include:
  - Panel cleaning
  - Inverter inspections
  - System performance checks

## 8. Customer Feedback & Reviews

- Automated follow-up after installation and service visits.
- Request for reviews on platforms like Google or Solar Reviews.
- Feedback used to improve service and support.

# AFTER-SALES ONLINE MONITORING PROCESS





# AFTER-SALES ONLINE MONITORING PROCESS

## 1. Real-Time Monitoring

**Goal:** Enable real-time data access for both the customer and internal team

**Actions:**

- Configure dashboards for:
  - Solar production (daily, monthly, annual)
  - Battery storage usage
  - Grid export/import
  - Consumption monitoring (if applicable)
- Enable mobile notifications and alerts.
- Set up technician and customer service dashboards.

## 2. Automated Alerts & Performance Thresholds

**Goal:** Detect system issues automatically. How the system works

**Actions:**

- Define alert thresholds (e.g., >20% drop in production, inverter offline for 1 hour).
- Configure automated alerts to:
  - Internal support teams (ticket generation)
  - Customers (email/SMS or in-app notification)
- Trigger escalation workflow if critical errors persist beyond 24 hrs.

## 3. Performance Reporting

**Goal:** Keep the customer informed and engaged. **Actions:**

- Auto-generate daily, weekly, or monthly performance reports.
- Include:
  - kWh produced vs. expected
  - CO<sub>2</sub> offset
  - Estimated energy savings
- Email or app notification with a link to download the report.

## 4. Issue Detection → Scheduling → Resolution

**Goal:** Resolve any system issues quickly.

**Automated Workflow:**

- Monitoring system flags issue → auto-generates ticket in CRM/Helpdesk.
- Support team reviews logs remotely.
- If remote resolution is not possible, schedule technician visit via field service tool.
- Customer notified of every step via email/SMS.

# AFTER-SALES END TO END PROCESS

## 5. Maintenance Reminders & Service Scheduling

**Goal:** Keep the system operating at peak performance.

**Actions:**

- Use monitoring data to assess panel degradation, dirt accumulation, or inverter wear.
- Trigger automated reminders for:
  - Panel cleaning
  - Inverter inspection
- Let customer book service appointments online.

## 6. Customer Feedback Loop

**Goal:** Improve service through data-driven feedback.

**Actions:**

- Trigger feedback forms after every issue is resolved or service is completed.
- Include:
  - CSAT (Customer Satisfaction Score)
  - Comments/suggestions
- Feed data into CRM and performance dashboard.

## 7. Continuous Improvement & Data Analysis

**Goal:** Use monitoring data to improve business operations.

**Actions:**

- Analyze:
  - Average system uptime
  - Most frequent issues (e.g., inverter faults, cable failures)
  - Response/resolution time
- Update training, SOPs, and system specs based on data.



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# Thank You.

