



## ZENDESK FOR MANUFACTURING

# Extend excellence in production to customer experiences



## Build stronger customer relationships with Zendesk

Manufacturers need to focus on producing high quality goods on time. But in order to really deliver, they also have to maintain strong relationships with suppliers, distributors, and customers. Zendesk's customer service and engagement software helps integrate systems, automate workflows, and improve collaboration, so businesses can build the best experiences for everyone along the supply chain—especially customers.



### Bring it together to make it all better

Let the data flow and communicate like a pro—across teams, departments, suppliers, and distributors around the globe. With Zendesk, you can seamlessly integrate key information from customer communication channels, business applications, and backend systems. And that makes it easier to collaborate and resolve customer inquiries quickly.



### Make it easy to get in touch

Good communication is key in any industry. With Zendesk, manufacturers can open more channels of communication—like email, online chat, and phone—with dealers and distributors to address service inquiries and drive sales, or deliver exceptional service directly to end-users.



### Make the most of your time

Eliminate manual tasks, reduce errors, and make everything more efficient. Zendesk makes it possible with advanced workflow capabilities, AI-powered automations, and knowledge management solutions for customer self-service and ticket deflection. Empower agents with customized workspaces, in-context access to internal knowledge, and time-saving tools like triggers and macros.



### Lock it down

It's difficult to keep up with changes to regulation and data privacy policies. Zendesk offers peace of mind with enterprise-grade security features and standards, so manufacturers can start with the highest standards and go up from there.



### Go big and grow

With Zendesk, you can hit the ground running and stay agile, so your teams can quickly onboard new agents and launch new divisions or products. Zendesk scales with your support operations so it will never be your bottleneck. If needed, our team of experts can configure and integrate any product to fit your team's needs—no matter how complex.

**"We needed something flexible and easy to implement. Zendesk integrated all channels and gave us the flexibility to implement in the way that we needed."**

— Orlando Gadea Ros  
Business Innovation Manager

**StanleyBlack&Decker**



## CUSTOMER SPOTLIGHT:



Ingersoll Rand, a diversified industrial manufacturer with market-leading brands serving customers in global commercial, industrial, and residential markets, relies on Zendesk to support more than 5,000 licensed distributors and repair centers.



### 95% SLA adherence

With streamlined workflows and integrated tools, agents can ensure efficient support to distributors.



### 35% boost in CSAT

Ingersoll Rand has improved supplier satisfaction by empowering them to self-serve with a branded help center and offering fast support over email and phone.



### Custom integrations

Using the Zendesk API, Ingersoll Rand created a custom integration with UPS for faster warranty evaluation, repair, and returns.



### Powerful insights

Zendesk helps Ingersoll Rand understand customer and agent pain points with centralized reporting and analytics.

## Apps marketplace

We integrate with over 750 third-party apps in our Apps Marketplace to help manufacturers deliver more personal support at any scale.

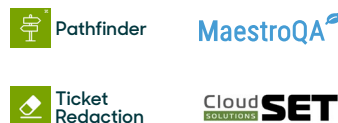
### Telephony solutions



### Collaboration & project management



### Productivity



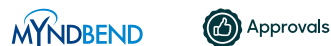
### CRM platforms



### Asset management



### Change management



### Docs & attachments



StanleyBlack&Decker

IR Ingersoll-Rand

WELDBEND

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CCI systems