



HYPACK
a xylem brand

Sounding Better!

Support for Customers in Europe, Middle East and Africa

By Boris Schulze

Whenever I talk to customers in the EMEA region (sales language for Europe, Middle East, Africa), a lot of them say to me “Ha! Great! Now with you based in Europe, HYPACK finally has some support in our time zone!”

Hey, wait a minute! I think we need to get this straight. It is not like that. So let us reveal the hidden secret: Actually, we *have* had support in this part of the world for a long time, it just seems to be a secret and people think that someone on the US is staying up all night to answer the support.

Of course, now that I am located in Germany, I am always happy to help you, but we do have a specialist in Europe who is apparently too well hidden. So here he is, Ivan Isaak:

He is in our time zone and will pick up your requests in the morning and you will soon get an answer from him. You do *not* have to wait until the folks in the US are awake!

So, how do you contact him?

As before, just send an e-mail to help@hypack.com. Your e-mail goes into our system and all of the support team will see it. As Ivan is the first one in the morning, he will pick it up and work on answers.

Have fun!

Boris

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