



HYPACK
a xylem brand

Sounding Better!

New HYPACK Sales and Service Center for the Middle East Region in Dubai

By Boris Schulze

We are all living in a networked world, ordering stuff over the Internet so it arrives the next day and we expect emails to be answered immediately. This is something more and more normal. In our business, we see the same. People plan a survey and then realize that their maintenance plan is out of date or they would need some software to run the operation. A lot of times this happens at the last minute and people need the order taken as fast as possible.

That's why we decided to have me here in Europe—to support customers closer and faster. Since HYPACK is now a brand of Xylem, we do have access to a network of offices around the world. We also decided that it would make sense to have an office in the Middle East to support customers there. Especially as this part of the world has a different week and our Sunday is a working day there.

So we are very excited to announce that the Xylem office in Dubai will now serve as a new sales and service center for HYPACK. The Xylem team will look after sales and customers in the Middle East region starting immediately. Any inquiries can be handled there. Boris (me) and Lourdes will still support and oversee the operations.

The new office gives customers in that region the advantage of a local contact, especially in countries where we do not yet have a reseller. For us, it is a very good opportunity to use the Office locations for seminars, trainings and demos.

Responsible Staff:

Hassan Al Salem, Sales Director MEA, Hassan.alsalem@xylem.com

Mary Jane Gozon, Internal Sales Administrator, Maryjane.gozon@xylem.com

Mary Jane will be responsible for all inquiries about HYPACK®.

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Have fun!

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