

Customer Satisfaction is Your Biggest Opportunity

Businesses Depend on Their Broadband Service to Keep Them Connected and Productive



61% of cable provider customers want fewer outages and improvements to service reliability and quality¹.



Increased customer satisfaction can be a big win for your business. A repair services partner can help by keeping your systems running in top condition.

Looking for a Broadband Solutions Partner?

Here are a few top traits to keep in mind while researching potential partners.



Authorized

Give customers confidence with:

- ▶ OEM-certified engineers and technicians
- ▶ Demonstrated operational excellence in the industry
- ▶ Low warranty return rates
- ▶ Customized services to meet the needs of your business and your customers



Experienced

Provide end-to-end services through a partner who is:

- ▶ Proven in industry reports and customer reviews
- ▶ Skilled at in- and out-of-warranty repairs
- ▶ Adaptable to the systems you use today and want to use in the future



Transparent

Instill trust at every step with a partner that keeps customers in the loop:

- ▶ Before repairs, with visibility into triage and diagnosis
- ▶ During repairs, with regular updates to time to completion
- ▶ After completion, including in-depth root cause analysis

Trust the Proven Broadband Solutions Experts

Shyft Global Services becomes part of your team to drive deeper customer satisfaction before, during and after every repair incident or maintenance call.

✓ 100+ OEMs supported

✓ 9,000+ OEM certifications

✓ <1% parts failure rate

✓ 45+ years of consistent, high-quality service

✓ 60+ countries served

✓ Total lifecycle management from project start to asset end-of-life

Elevate customer satisfaction today.

Visit us [on the web](#) or [contact us](#) today to shift your business forward