

Company customers assess the service DCV concludes 2010 users' panel with large event



Like every year, DCV wanted to thank the commitment of the clients that participate in the users' panel done for eight months, between April and November, in order to measure their level of satisfaction with the services provided by the company.

A dinner party was organized for this purpose at Circus OK Theater. The guests could enjoy a pleasant moment, an entertaining show and participate for attractive prizes such as laptops, iPods and a Scooter, but undoubtedly and most meaningful was the opportunity to share face to face with those they contact throughout the year via telephone or electronic mail.



"DCV provides the service through its technologic platform and the client needs not attend the company in person. Therefore, this activity is an instance to get closer and get together; it means humanizing the operations performed throughout the year. Although our account executives contact and visit their clients periodically, the fact of getting together under different circumstances is of great value to us", explains Juan Videla, Manager of Operations and Customer Service at DCV.



2010 was a year of changes and new challenges for the company. Clients played an essential role in these new processes, which brought along very good results.

87% of clients migrated to the new Web platform, which meant a significant milestone to the company and clients, who will benefit with additional services.



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By March 2011 we expect to have 100% of clients operating through the new platform. "The idea is that our clients feel comfortable with the service we provide; that they can do their businesses in a quick, expedite and safe way. But we must be aware that this is a process that requires learning, skill and a lot of practice on their part", added the executive.

At the dinner party, Juan Videla said "we concluded the migration, the system is alive and living systems are kept, and we will be constantly implementing modifications so that you use this new platform. We receive significant feedback from you on the services you would like the system to have. We select the best suggestions, catalogued and will develop them along the year for your benefit".



Juan Videla Valenzuela
Manager of Operations and Customer Service

