



At a time when immediate access to information is primordial, the JOSKIN company created, in order to upgrade its customer service, a series of IT platforms and documents in order to help the machine users.

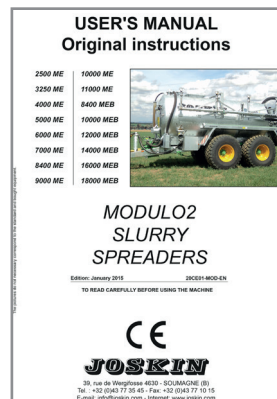
With an even wider range of machines and an up-to-date technical development, it is essential to provide the end customer and dealers' after-sales departments with the necessary data to start up and use the machine.

Individualized parts books:

It is in this sense that JOSKIN has recently reviewed the way the CE users manuals are made. From now on, every machine will be delivered with its own CE user manual, in which only the information regarding that vehicle will be given. In this way, it will be easier for the end user to start up the machine. Thanks to the start-up and maintenance documents and the individualized spare parts book, the customer will have all didactic and relevant documents at disposal to make the use of the material easier during its whole lifetime.

EasyTECH:

In order to continuously improve and strengthen the after-sales departments of its wide network, the JOSKIN group has set up an IT platform with technical documentation called "EasyTECH". Next to "EasyPARTS", dedicated to spare parts orders, EasyTECH offers the possibility to consult anywhere and on any type of support (laptop, tablet, smartphone, etc.) all JOSKIN technical documents, as for instance: all hydraulic and electric diagrams of the machines and other tools, starting up and maintenance manuals, CE user manuals but also assembly drawings, didactic videos, 3D drawings, etc. Thanks to this constantly updated interactive platform, the independence and quality of the JOSKIN after-sales departments are improved.



joskin.com suitable for all supports:

For the JOSKIN group, it is very important to give an access to information to all persons interested in agricultural machines. That is why a mobile version of the website www.joskin.com is available on smartphones or tablets. In addition to the complete technical information available on the JOSKIN website, it is now possible to discover, in a series of videos, all steps of the manufacturing process of JOSKIN machines on the 4 production sites (Soumagne and SpawTECH – BE, Bourges – FR and Trzcianka – PL).

