



2021 AEMA-ARRA-ISSA Annual Meeting

February 15-18



Customer Care During Covid 19

Rex W. Eberly
Bergkamp Inc

Bergkamp Customer Care



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PAVEMENT PRESERVATION SOLUTIONS

Contractor Equipment



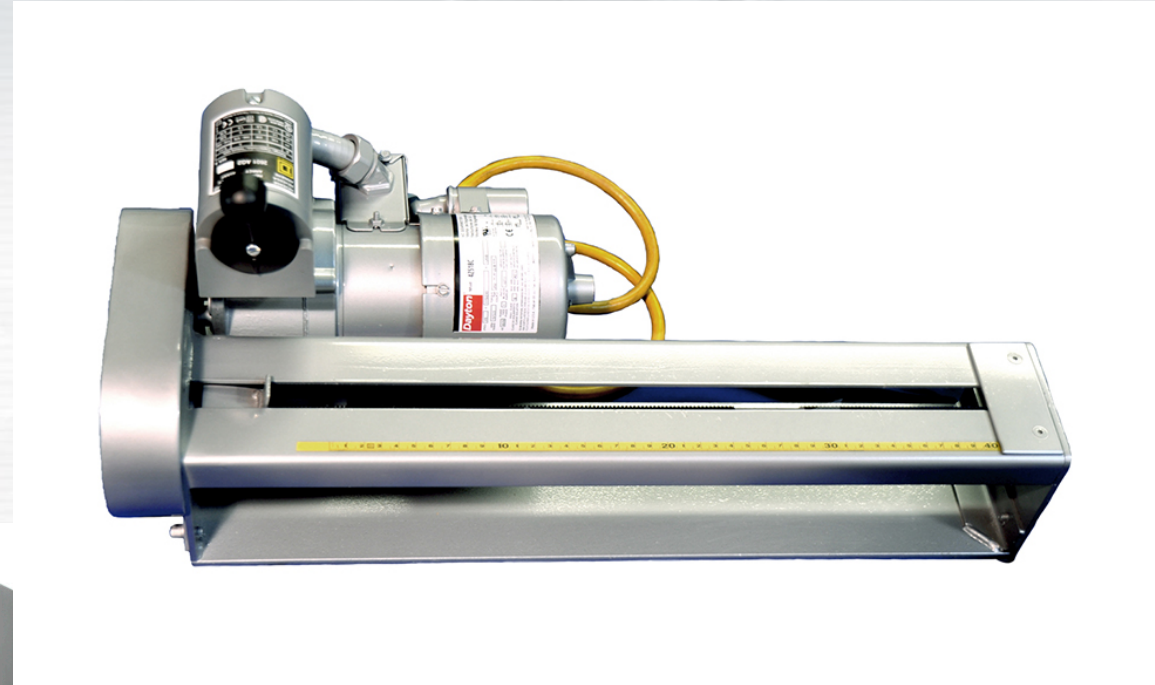
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Patching Equipment



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Benedict Slurry Seal – Lab Equipment





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Contact Opportunities

- Training Schools
- Equipment Startups
- On-Site Training Sessions
- B-Fits
- Service Calls



Customer Service and Covid

- We learned early to respect the virus.
- Our plant and customer service operations never shut down and our team never stopped traveling.
- We did have several Covid related barriers that altered our business.



- **Government**

- While work crews were deemed essential, office staff, managers and purchasing agents worked from home.
- Communication was difficult and in some cases, decision making came to a halt.
- Many agencies would not allow outside vendors or service people onto their property.

As part of the response to the **COVID-19** outbreak and in an effort to reduce exposure and the spread of the virus, Putnam County Government has **closed all county facilities**

- **Contractor**
 - None of our Contractor customer shut down and few kept us from visiting.
 - However, as with Government agencies some folks worked from home which slowed communication.



- **Bergkamp Policies**
 - **Bergkamp instituted travel policies that required our team to:**
 - Follow CDC and KDHE requirements on travel restrictions and quarantine.
 - Self quarantine between trips. Stayed home for at least 5 days upon return from out of Kansas.
 - One customer contact per trip.

Travel-Related Quarantine Guidelines | COVID-19

Updated May 12, 2020

In response to the COVID-19 pandemic, The Kansas Department of Health and Environment (KDHE) will issue regular **mandates** on travel-related quarantines for **international, domestic, and cruise-related** travel. People in Kansas are asked to quarantine for a period of 14 days starting from the day they arrive in Kansas. Regularly check this list to stay up-to-date on travel-related guidance. Please refer to the KDHE Isolation and Quarantine FAQ for additional information. *(Note: these mandates do not apply to critical infrastructures, as defined by the Department of Homeland Security, including healthcare and public health, needed to continue operations during this pandemic.)*

KDHE is mandating a 14-day home quarantine for Kansans if you have done any of the following:

1. Traveled within the United States to any of the following states with known widespread community transmission:

On or after March 15	On or after March 23	On or after April 6	On or after April 30	On or after May 12
New York	Illinois New Jersey	Connecticut	Massachusetts Rhode Island	Maryland

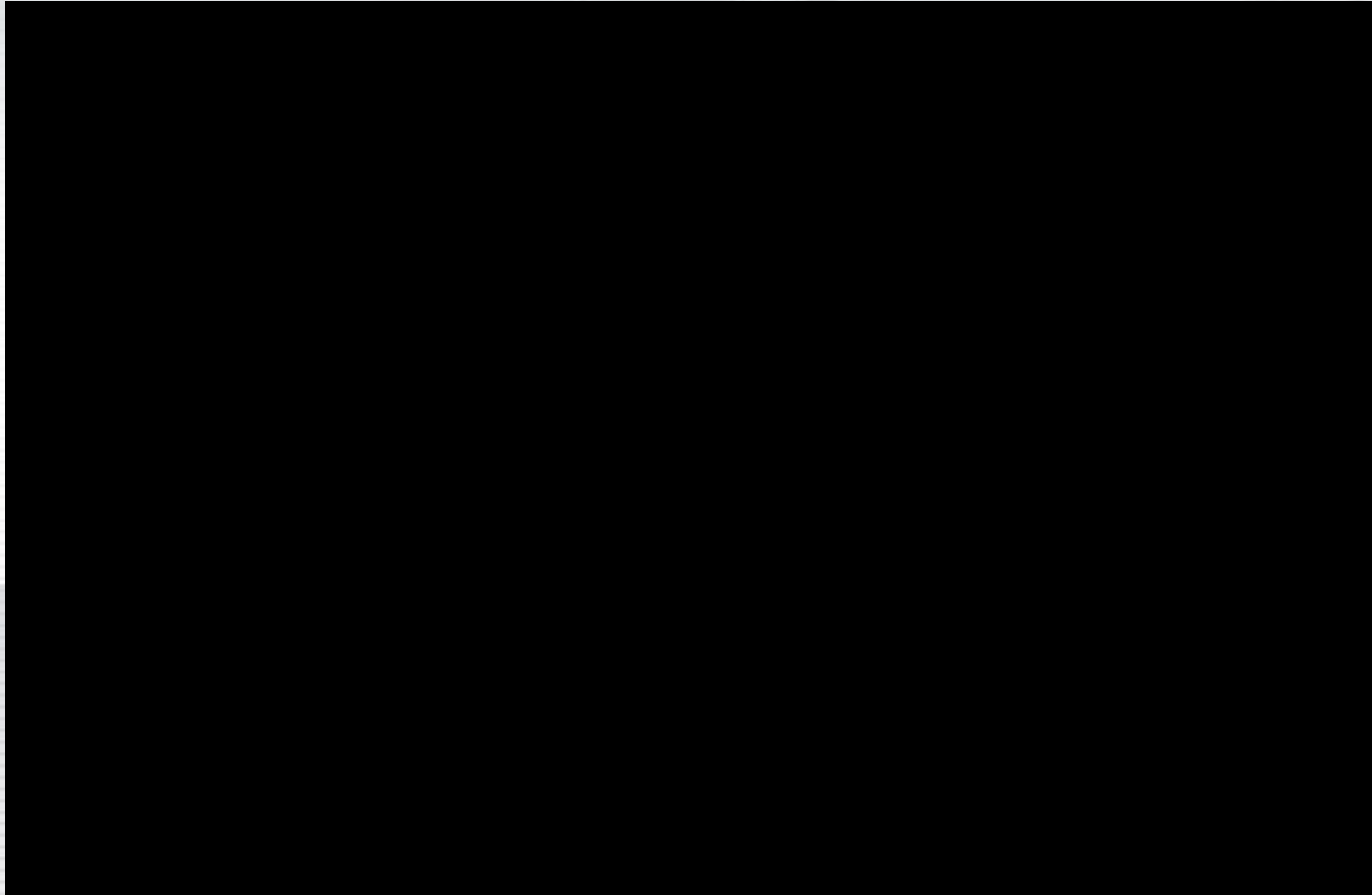
- **We also wanted to keep our employees and their families safe and healthy.**
- **When in doubt, we didn't travel, and we kept folks at home as much as possible.**





- **Here is how we stayed in contact with our customer in 2020**
- **Video Training**
- **Sight Call**
- **EMCADS Simulator**
- **EMCADS Pro**

- **Virtual Training**
 - **Early Struggles**
 - **Professional Help**
 - **Scripts and Shot Lists**
 - **Virtual Calibration**



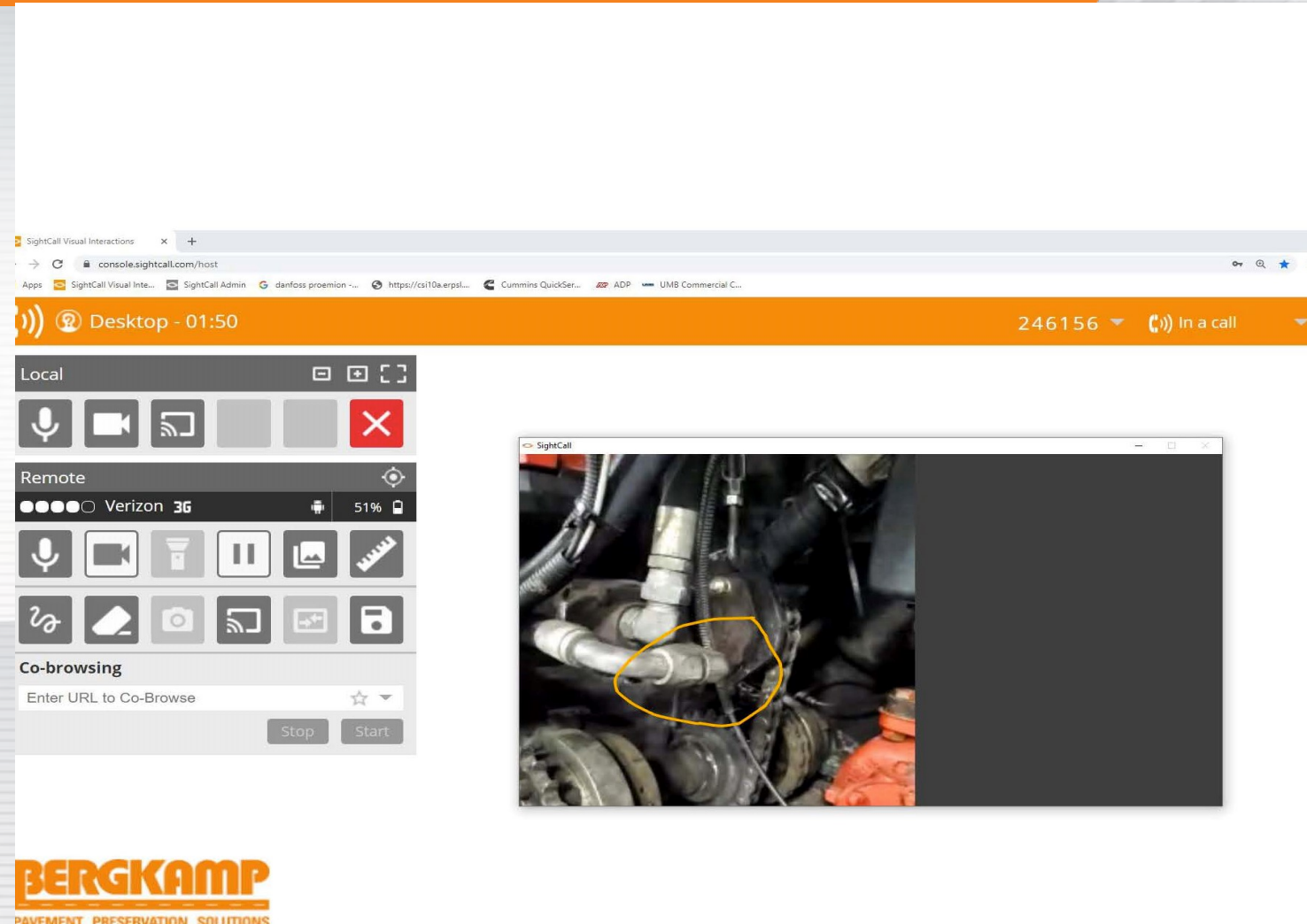
EMCADS Simulator



- **EMCADS**
 - **Electronic Mix Control and Diagnostic System**
 - **Controls the mix and makes sure that it meets the ratios that are called for in the mix design.**
 - **Speed Up, Slow Down, Add Water, Remove Additive the computer keeps you in Mix Design.**

Virtual Tech Rep

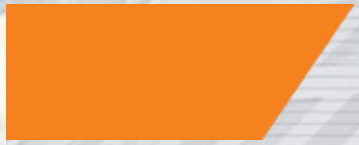
- **Virtual Tech Rep**
 - Allows our Tech Rep to “take control” of our customers cell phone and provide 2-way audio and video communication.
 - More than just video chat, our Tech can pause the shot, turn on the flashlight, make notations on the customer screen and so much more.



EMCADS Pro – Remote View

- **Our newest tool is EMCADS-Pro Remote View.**
 - **Telematics**
 - **Remote Access to EMCADS display.**
 - View production totals in real time.
 - Adjust and update electronic controls and parameters.





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