

Kaizen to Strengthen Support Service

By [ChannelTimes Staff](#)

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As part of its up-country support policy, Kaizen plans to open two new branches in West, East and North India in the coming months, taking the total branch strength to 30.

After roping in Mercury, Corsair, Wipro, DW, and AOC as its clients, the end-to-end technical solutions provider for consumer and business is eyeing a better support chain management.

According to Murali Krishnan, head of Kaizen, June and July have been good for Kaizen in terms of reaching the service deliverables set by clients, By having a direct presence in the new select locations would enable us to give a personal touch with services, availability of buffers, and on-the-spot delivery, he said.

Krishnan said that a program manager has been relocated from its headquarters to eastern India to strengthen Kaizen's presence and provide better customer interaction. Similar strategies are being evolved for both north and west India and the company is currently scouting for program managers for both the regions. These program managers would be given the task to drive the service operation and get the required results, said Krishnan.

In conjunction with Kaizen Infoserve, Corsair offers service and warranty nationwide. M. A. Mannan, country manager (India), Corsair, said, Corsair's new 24-hour express replacement service has been well-received by its Bangalore, Delhi and Kochi customers and partners.