

PRESS INFORMATION*From TMD Technologies Limited*

18 May 2016

TMD Makes New Appointment to Further Boost its After Sales Service to Customers Worldwide.

Andy Crawford has been promoted to the newly created position of Head of After Sales and Support Worldwide. In his new role Andy reports directly to TMD's new Sales and Business Development Director, Jane McAlister, and will be focusing on all aspects of further improving and enhancing TMD's post order customer service.

Commented Jane McAlister: "At TMD we are constantly challenging ourselves to find new ways of further supporting our global customer base to achieve the highest performance possible. We have an enviable reputation for after sales service and Andy, with his vast experience of TMD customer relations, is key to taking this experience to a higher level."



Andy Crawford: Taking TMD's after sales service to a higher level.

Andy Crawford has gained a wealth of experience in his 12 years at TMD, in a variety of senior roles – starting as ATC Product Specialist and latterly as Territory Manager for all TMD’s products in North America, Canada and the Middle East.

Looking to the future, Andy Crawford has already outlined several innovative and exciting projects to further advance TMD’s after sales operation to its customers throughout the world.

These introductions will include new literature on ‘After Sales Service’, ‘Rental Agreements’, and ‘Warranty Information’. Also, a new After Sales section on TMD’s website is planned, and will cover ‘Dedicated Helpline’, ‘Customer Repair Status’, (with the customer logging in via a password), ‘Live News Blog’ and, in the pipeline, 24 hour live webchat to discuss any issues – a very important feature for better serving the USA and Far East!

Summing up, Andy said: “Obviously I am very excited about this new role. We already have a good reputation for our after sales operation - in line with that for product innovation, performance and reliability - and my aim is to consolidate and further improve this position to put TMD firmly on the map as **the world beating company for customer service!**”

TMD Technologies Limited – More than 20 years at the top!



TMD’s headquarters in West London.

Last year, the company celebrated 20 successful years at the top of its profession as an independent design and manufacturing SME in the microwave and RF field.

TMD Technologies Ltd is one of the world's leading designers and manufacturers of specialised transmitters, amplifiers, microwave power modules (MPMs), high voltage power supplies and microwave tubes for radar, EW and communications applications. The multiple Queen's Award winning company also produces a range of advanced instrumentation microwave amplifiers for EMC testing, scientific and medical applications.

TMD Technologies, LLC, USA

TMD Technologies, LLC is the US subsidiary of TMD Technologies Ltd, set up in Baltimore, Maryland in 2013; its purpose being to provide excellent commercial and technical support to TMD's customers in the USA. The company is now well established, the product repair and service centre is up and running and its Sales and Marketing Department is engaged in new business development in the USA - for the whole range of TMD's products.

For further information and digital images please contact:

Heather Skinner
TMD Technologies Ltd
Tel: +44 (0)20 8581 5002
Fax: +44 (0)20 8569 1839
Email: heather.skinner@tmd.co.uk
Web: www.tmd.co.uk

or:

Coleen Carter
TMD Technologies Ltd
Tel: +44 (0)20 8581 5116
Fax: +44 (0)20 8569 1839
Email: coleen.carter@tmd.co.uk
Web: www.tmd.co.uk

OR:

Brian Bidgood
Email: b.bidgood001@btinternet.com

TMD Technologies Limited, Swallowfield Way, Hayes, Middlesex UB3 1DQ, UK