

Customer success is our core business

Quality service by dedicated professionals

At Vaisala, our top priority is to provide customers with high-quality professional service. We have an extensive network of dedicated and experienced technical experts with in-depth understanding of Vaisala products and the associated industry applications. Their mission is to help customers get the most out of their Vaisala product or system. Our in-depth expertise and service quality are well recognized by the customers:

"My email query was responded to very quickly and the customer support technician was able to see the issue was user error on my part. He also informed me what I needed to do to move forward. Communication was quick, efficient, and very professional."

"Vaisala have been brilliant in terms of both the speed and the quality of the service provided. I am extremely pleased with the feedback I have received from them whenever I have had a query."

"The relationship I have with both the account manager and the onsite engineer is exceptional. Always able to help and offer advice. The technical support is also extremely good, thank you."

Available for you 24/7

Alongside service quality, we focus on fast response support. Vaisala Customer Service is there for customers regardless of time and location. We aim to respond quickly to service requests, providing efficient and effective remote support around the clock. Here is some feedback from our customers on customer service speed and availability:

"Unprecedented support. Fast response, even after office hours."

"My call was taken within 30 seconds and within 5 min I had finished the call with the outcome I wanted."

"I have only called twice and both times I have received excellent treatment and help. Thank you very much to the entire Vaisala team for the help that you extend 24/7."

"The Help Desk was great in gathering information and reaching out for support even though it was the weekend. A helpdesk representative called me shortly thereafter and was extremely helpful in looking at the issue and assisting to resolve it."

Proactive support until resolution

To keep customer operations running smoothly, we provide proactive support for remotely monitored systems. Vaisala Global DataOps can quickly identify and diagnose any occurring faults in the system, with consequent troubleshooting and escalation to a specialist team as needed. If an issue cannot be addressed remotely, we will arrange a site visit or guide you through necessary steps until resolution. Often issues are resolved before customers even notice them. The robust support from Vaisala DataOps makes sure customers can enjoy peace of mind:

"Fault rectified without realising we had an issue at the site."

"I'm a new user with limited info on what access I needed. Vaisala representative was able to take my broken request, find what access I required and grant me that access. He went above and beyond what I would expect."

"Over the years Vaisala tech support team has always been available within a reasonable period of time, technicians were always patient and courteous. On multiple occasions when I've had difficult situations, technician handling my case was knowledgeable on the subject and when necessary was able to talk me through step-by-step until the problem resolved."

"Never once was I told sorry we don't know how we can resolve this for you."