



DACA LAUNCHES TRL

Customers rate the Technical Resource Library (TRL) as an extremely user friendly, intuitive tool that has increased productivity and helped sales.

Last November, DACA launched a customer focused software sales tool called the Technical Resource Library.

The idea, originally created at Daikin UK, was customized by DACA for the North American market.

“Since its launch, the development and improvement of TRL has been continuous,” explained Lee Smith, Director of Product, Engineering and Applications. “We are listening to the comments of the users and implementing improvements.”

TRL puts product, pricing and technical information at the customers fingertips and makes selling Daikin equipment pain free and streamlined.

The “Live Update” function, refreshes new functions, features, data and pricing. So with just an internet connection, it is ensured that everyone is using the latest information and it reduces materials that have to be distributed to customers.

TRL is assembled with a number of easy to use tabs, broken down by product families and other relevant Daikin AC Information:

Contact - office locations, phone and fax numbers, email addresses and website URL.

News - general news with links to the Daikin AC product line card and the applications of products on the Daikin AC website. There is also link to the new Daikin AC FTP site where customers can download engineering data books, service manuals and sales bulletins.

There are individual tabs; **Split & SkyAir**, **Multi-Split**, and **VRV** that include simple-to-use product and accessory selector, list pricing, technical specification summary and linked Submittal Data Sheets, Installation /

Operation Manuals, Brochures and Guide Specs.

Quotations - based on equipment selection, line item list prices can be output into a simple Word or Excel layout so users can furnish individual quotations to their customers.

Capitalizing on the equipment selections from VRVXpress, you can also “import” the CSV format VRVXpress reports directly into TRL which then populates the line item pricing to help

Improvements Coming Soon

- TRL version for Plan & Spec Consulting Engineers
- TRL version for DNA Dealers
- A “Shopping Basket” function

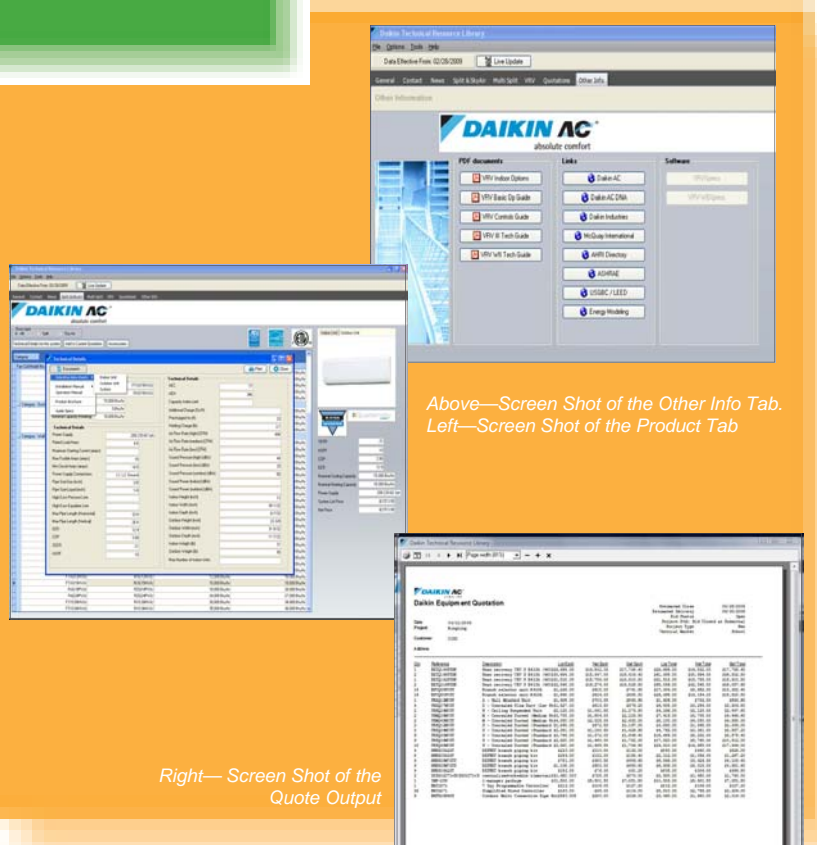
streamline the quotation process. TRL stores all quotations in an easy access, simple to update quote library.

Other Info - direct access to key technical support documents, company and industry relevant websites.

TRL Benefits for Daikin

There has been a sharp reduction in the number of queries about basic product specification, requests for support documentation and current pricing. Now our support teams can spend more time supporting customers on engineering and applications issues that help build their businesses.

Customer project and quotation activity can also be uploaded and kept on file so internally, DACA can establish a much clearer view of the job pipeline, customer activity, and improve forecasting ability for production to help meet aggressive sales budget targets.



Above—Screen Shot of the Other Info Tab. Left—Screen Shot of the Product Tab

Right— Screen Shot of the Quote Output