



WHAT IS WINDOW DESIGNER CLOUD?

Window Designer Cloud is the Climatec Group's online ordering portal, hosted by software company Cyncly (formerly First Degree). Whilst the platform does use Climatec's materials and prices, our data is encrypted so Cyncly do not have actual access to that data.

The system is primarily used as a pricing tool. However we do encourage our customers to use it to place orders online too. The benefits beings:-

- No need to fill out time consuming order forms by hand and then employ a method of sending them into to us.
- Quite often most of the work has already been done at quoting stage. This can then be converted and modified into an order.
- Less wait time for order confirmations during busy periods.
- Less human involvement, therefore less chance of time consuming errors.

It is a common misconception among customers, that jobs released to Climatec using the online system are immediately sent for manufacturer as soon as they are received, and therefore unable to be amended in any way. This is not the case.

Once we receive your job onto our system:-

- We open it and assign it a Climatec job number
- We assign it an actual delivery date
- We will give it a general glance over from the main screen (to make sure there are no unsuitable styles and sizes etc.)
- We then generate an order confirmation which is returned to you in exactly the same manner you would normally expect to receive one.
- You will then need to check the order details carefully.
- Finally, you contact us with all changes you wish to make within the pre-existing time scales you currently enjoy - in writing, preferably by email).

If you are a customer of ours and would like to use Window Designer cloud, please contact your dedicated sales rep.