PLANTFORMANCE CASE STUDY · MANAGED IGNITION

Every inquiry, RFQ and meeting request answered within 24 hours

Plantformance · Cross-industry

Plantformance made commercial responsiveness an operational priority: every prospect and client inquiry, RFQ, meeting request and feedback message gets a direct answer from the sales and solutions team within 24 hours.

24 h
maximum response time

100%
adherence to the response commitment

THE PROBLEM

Industrial buyers often wait too long for simple answers. Prospects and existing clients send a technical question, ask for a quotation or request a project consultation, and then wait days for an email reply or two weeks for a meeting slot. Each delay slows the evaluation on their side. For a plant with a live project, a slow answer is more than an annoyance: it holds up scoping, decisions and the feedback loop between both teams.

HOW WE DID IT

Plantformance made rapid commercial responsiveness an operational priority. Every prospect or client inquiry, request for quotation (RFQ), meeting request and feedback message is answered directly by the sales and solutions team within 24 hours. The commitment holds during peak capacity periods too, when other vendors typically queue requests. Answers come from the people who can act on them, so buyers get usable responses, quotes and meeting times instead of an acknowledgment and a wait.

BEFORE

Conventional B2B industrial vendors often put inquiries on hold during peak workloads, which slowed commercial evaluations, project scoping and client feedback loops.

AFTER

Clients and prospective buyers get prompt, actionable answers, quotes and meeting bookings within 24 hours, without being put on hold.

RESULTS

- 100% adherence to the under-24-hour response commitment
- Covers all client and prospect inquiries, RFQs and meeting requests
- Holds during peak capacity periods
- Faster sales cycles and higher customer satisfaction

Plantformance products and services: Professional Services

PLANT FORMANCE

NEXT STEP

Planning a project like this?

Talk to an Ignition engineer about your sites, timeline and architecture. We will tell you honestly what it takes.

Contact Plantformance

Read this case online and see more Ignition projects: plantformance.com/case-studies/ignition-inquiry-response-24-hours · all case studies

Plantformance is an Inductive Automation Alliance Partner that helps enterprises deploy, secure, and scale Ignition across sites through plug-and-play modules, turnkey zero-maintenance HMI hardware, and 24/7 managed infrastructure.

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