

# CUSTOMER HERO

## Resources App Super User

Jerry Frantz, Meredith Brothers, Presto Distributor



### 5 MINUTES with Jerry.

#### FAST RESPONSE

**PRESTO:** Jerry, you've been a super user of the Presto Resources App for the past few years. Why do you use the APP?

**JERRY:** I use the mobile App for a quick way to follow up with customers after a meeting for items that were discussed. I tell clients before I leave the meeting or before getting off a phone call with them that I will be sending an email w/ links to documents, pictures, and photos that will help them understand the product and installation procedures.

#### SALES ADVANTAGE

**PRESTO:** What feedback do you get from your customers after you send them messages?

**JERRY:** I feel the use of the App is giving me a better chance at getting the sale. So, the feedback is that they specify Presto Geosystems products because of my use of resources like the App.

#### PROFESSIONAL, PROJECT WATCH

**PRESTO:** That must give you an advantage over your competition. Where do you use the APP?

**JERRY:** I use the App in the office, car, and in the field if necessary. It is easy to use and well organized. Being able to cater to my client's needs on what I send from the App makes me look more professional. At times when a project opportunity is not active, I will send my client a link from the App to make a connection to remind him that I haven't forgot about his project and to check in on status of the design phase or bid schedule.

#### ADVANTAGE JERRY.

Jerry uses manufacturer's smart tools, like the Resources App, to provide fast, customized service to his customers.

[www.prestogeo.com/resources](http://www.prestogeo.com/resources)



### ABOUT JERRY.

Technical Sales Manager for Meredith Brothers for 4 years. Wife Tina, 4 Adult Children. Enjoys spending time with family, friends, and boating. A new puppy in the house is like 'having a toddler around again'.

### COOLEST PRESTO PROJECT.

Provided technical support and products for a roundabout required to accommodate an 18 axle heavy transport load through it's center—Army tanks that may have to take this alternate route via a permit granted by the county engineer.

The center of the roundabout designed to handle this load and protect the landscaped grass used two Presto products.



GEOWEB (6 in) was installed with stone infill followed by a layer of GEOBLOCK5150 for turf protection.