



# SUTPHEN

*Family Owned and Operated since 1890!*

## CUSTOMER PORTAL



# CUSTOMER PORTAL

- Web-based platform
- Hub of information & communication during build process
- **Visual consolidated interface for dealerships + customers**
- Secured user accounts
- Powered by WordPress
- **Projects released + rolled out gradually starting 2022**

Enhanced Sutphen Experience!

## WHAT MAKES THE SUTPHEN EXPERIENCE?

Sutphen gives customers an exceptional experience during their fire truck purchasing process. Below are the 9 key parts to every Sutphen Experience.

### **I. INITIAL SALES CONTACT**

Customers can expect our experts to give sales presentations, truck demonstrations, factory tours and more to accommodate their purchasing needs. If a customer chooses, our expert sales professionals will welcome you on a factory tour to view our one-of-a-kind facilities and to see what makes a Sutphen, a Sutphen.

### **II. ASSISTANCE IN WRITING SPECIFICATIONS**

Our straightforward, easy-to-use Sutphen Quick Specification System eases the specification process for departments and helps streamline the proposal design stage.

### **III. HELP NAVIGATING THE PURCHASING PROCESS**

Sutphen helps customers work through the process of purchasing an apparatus. Whether they decide to purchase via a formal bid, direct purchase or cooperative purchasing program, Sutphen is ready to assist. Additionally, Sutphen offers pre-payment discounts and financing options.

### **IV. DETAILED PRE-CONSTRUCTION MEETING WITH PROJECT COORDINATOR, SALES AND TRUCK COMMITTEE**

During the pre-construction meeting, customers and Sutphen project coordinators review truck build documents together, ensuring a detail-oriented and meticulous review. Additionally, this stage will allow customers to take plant tours, talk with our experts and perfect the apparatus to their exact needs.

### **V. COMMUNICATION DURING BUILD PROCESS**

Customers can expect consistent communication from project coordinators and salesmen during the entire build process. Apparatus pictures and updates will be sent during each step of the process, from beginning to end.



# SUTPHEN WEB INTERFACES

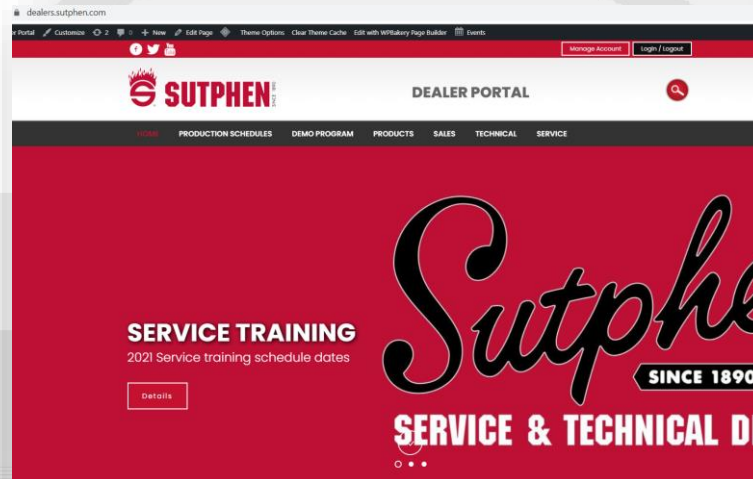
## Company Website

Sutphen.com



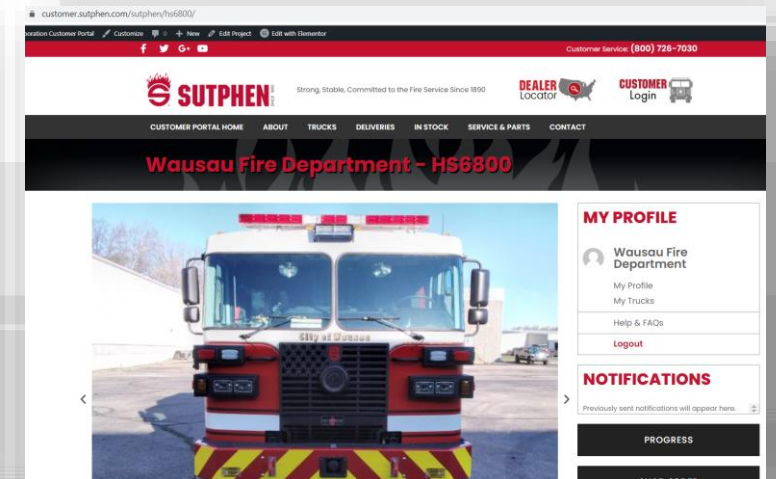
## Dealer Portal

Dealers.Sutphen.com



## Customer Portal

Customer.Sutphen.com



# KEY FUNCTIONS

- Consistent process across all facilities
- Efficient communication
- Visual updates for dealership + customer
- Opportunities after delivery – service & sales
- Reference + records for future

❖ *Currently NO INTERNATIONAL projects – the site is not established with the proper security at this time*

❖ *Chassis only projects may be internal only if dealership is also customer*

The screenshot displays a web application interface for managing fire truck projects. At the top, there is a large image of a red fire truck labeled 'ENGINE 1'. Below this image are four smaller thumbnail images showing different stages of the truck's construction. To the right of the main image is a 'NOTIFICATIONS' section with a dropdown menu and four buttons: 'PROGRESS', 'SHOP ORDER', 'PHOTOS', and 'DOCUMENTS'. Below the main image is a 'MILESTONES' section featuring a horizontal timeline with six circular markers. The first three markers are red and labeled 'August 1, 2020 Preconstruction', 'February 1, 2021 Chassis Completion', and 'March 1, 2021 Pump Module Set'. The next three markers are grey and labeled 'Body Set', 'Mid-inspection', and 'Final inspection'. At the bottom of the interface is a dark grey navigation bar with five tabs: 'MY TRUCK', 'PROGRESS', 'DOCUMENTS', 'POST DELIVERY', and 'EXPERIENCE'. The 'PROGRESS' tab is currently selected. Below the navigation bar, the 'PROGRESS' section is displayed, showing details for a project. It includes sections for 'Customer' (Wausau Fire Department, Wausau, WI 54403, Robert Barteck, Deputy Chief, 715-261-7903, robert.barteck@ci.wausau.wi.us), 'Dealership' (Custom Fire Apparatus, Inc., Scott Lumby, Sales Representative, 6122471653, lumby@customfire.com), 'Project Manager' (Austin Alexander, 6149737395, austin.alexander@sutphencorp.com), 'Shop Order' (Shop Order, Shop order, Photos, Progress Photos HS-6800), and 'Other Information'.

**NOTIFICATIONS**  
Previously sent notifications will appear here.

**PROGRESS**

**SHOP ORDER**

**PHOTOS**

**DOCUMENTS**

**MILESTONES**

August 1, 2020 Preconstruction

February 1, 2021 Chassis Completion

March 1, 2021 Pump Module Set

Body Set

Mid-inspection

Final inspection

**MY TRUCK**

**PROGRESS**

**DOCUMENTS**

**POST DELIVERY**

**EXPERIENCE**

**Customer**  
Wausau Fire Department  
Wausau, WI 54403  
Robert Barteck  
Deputy Chief  
715-261-7903  
robert.barteck@ci.wausau.wi.us

**Dealership**  
Custom Fire Apparatus, Inc.  
Scott Lumby  
Sales Representative  
6122471653  
lumby@customfire.com

**Project Manager**  
Austin Alexander  
6149737395  
austin.alexander@sutphencorp.com

**Shop Order**  
Shop Order  
Shop order  
**Photos**  
Progress Photos HS-6800

**Other Information**



# PORTAL CONTENT & MAINTENANCE

The customer portal will be managed and maintained primarily by (3) groups.



Marketing

Contract Administration

Project Manager



# MARKETING & CONTRACT ADMIN ROLE

Our team will work together to establish each project on the portal at the time of HS assignment.

*Actions include:*

1. Upload customer contact details
2. Add dealership + project manager details
3. Establish link to progress photos on Microsoft SharePoint
4. Manage Post Delivery + Experience tabs

**MY TRUCK** **PROGRESS** **DOCUMENTS** **POST DELIVERY** **EXPERIENCE**

**Customer**  
Pedernales Fire Department  
801 Bee Creek Rd  
Briarcliff, TX 78669  
  
Chad Kubin  
Lieutenant  
512-470-6977  
chad.kubin@pedernalesfd.org  
  
**HS Assignment**  
7114

**Dealership**  
**Sutphen Sales**  
**Zach Rudy**  
Director of Sales & Marketing  
469-371-8041  
zach.rudy@sutphencorp.com  
  
**Project Manager**  
Tawfik Fahoum  
614-889-1005  
tawfik.fahoum@sutphencorp.com  
  
**Sutphen Facility**  
Dublin  
6450 Eiterman Rd  
Dublin, OH 43016  
nick.faulkner@sutphencorp.com

**Shop Order**  
Shop Order  
[Shop order](#)  
  
**Photos**  
[Progress Photos](#)  
  
**Other Information**

**SUTPHEN** SINCE 1883 **SUPPORT**  
› FAQs  
› Purchasing Options

**STAY UP TO DATE**  
Keep up with Sutphen! Follow us on any of our Social Media pages, or sign up to receive our quarterly newsletter.

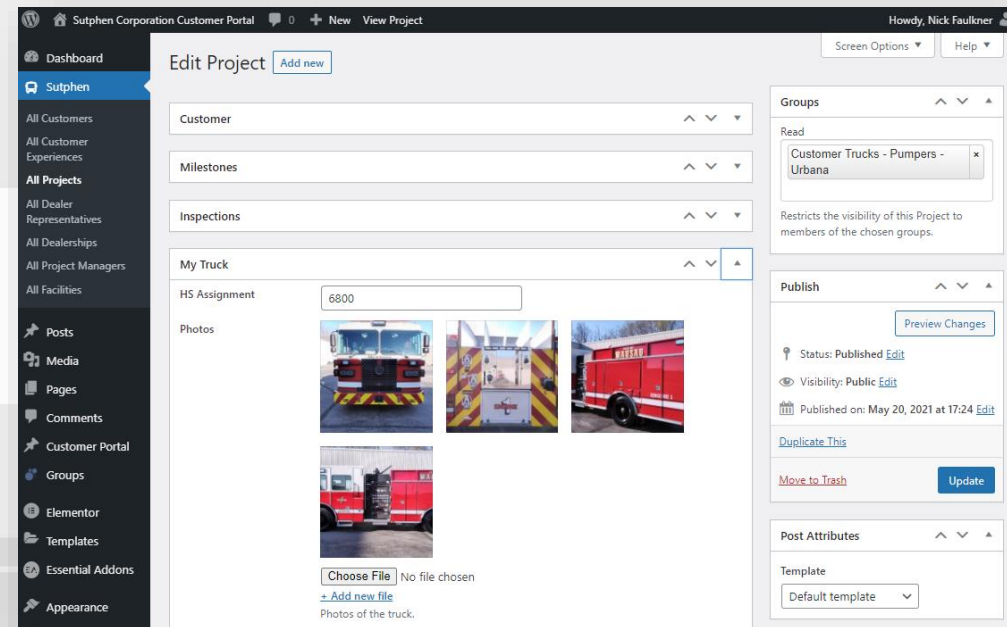
**CONTACT**  
We are happy to answer any questions you may have about Sutphen and our products. Feel free to give us a call or send us an email.



# PROJECT MANAGER ROLE

There are (5) key areas of focus for the project manager that replace or supplement current methods of communicating:

1. Milestones
2. My Truck Information
3. Progress & Photos
4. Documents
5. Notifications



# DEALERSHIP & SALES REP ROLE

- Each dealership + sales rep that sells a truck will receive login credentials  
*(You will be able to view only projects you are associated with)*
- Like SQS2 – we can customize who views what projects within your dealership
- View of site will be read only  
*(same view as customer)*



HS7114

You are currently logged in as faulknertest. [Log out »](#)

## Name

Username \*

First Name

Last Name

Display name publicly as  ▼

Profile Photo or Logo  [Faulkner headshot.jpg](#)  
[image/jpeg](#) [Remove](#)

## Contact Info

E-mail \*

Phone   
Required phone number format: (###) ###-####

## Reset Account Password

Password

Repeat Password

[UPDATE](#)



# THE SUTPHEN EXPERIENCE

## Customer Portal

Thank you for purchasing a Sutphen! We look forward to working with you through the build process, during the delivery phase and beyond.

Communication is always the key to a successful relationship. With that in mind we've developed a digital communication tool called the Sutphen customer portal. This is a secure log-in based web interface that will serve as a hub of information and progress for your project.

Your project manager will ensure current project documents are available along with links to visual progress of your truck. Essential contact information will be available at all times for reference. After your truck is completed your customer portal account will live indefinitely as a resource for parts and service options, warranty documents, future purchase options and more.

Enjoy the Experience!

### CUSTOMER PORTAL ACCESS

<https://customer.sutphen.com/>

**Username:** pedernalestx

**Password:** pedernales

Once you have successfully logged in you will have the option to reset your password. Username cannot be changed.

### ASSISTANCE

If you have further questions about how the portal functions or have any technical issues please let your project manager know and the Sutphen marketing team will be in touch to find a solution.



# CUSTOMER ROLE & INTRODUCTION

Introduction during or soon after preconstruction meeting

(1) user login account per customer  
*(multiple accounts can be established if needed for customers with separate aerial and pumper committees for example)*



Customer will have access to view their projects only

Customer will have same view as dealership  
*(NO prices or future time commitments shall be shown on the portal - i.e., change orders and inspection dates)*



# GROUPS

- Customized views for each user
- Customers will have at least (1) group
- Dealerships will view all customer groups they are associated with
- Sutphen employees will see all projects & groups



HS7114

HS6800

You are currently logged in as faulknertest. [Log out »](#)

Name

Username \*

faulknertest

First Name

Nicholas


Last Name

Faulkner

Display name publicly as

Nicholas Faulkner

Profile Photo or Logo

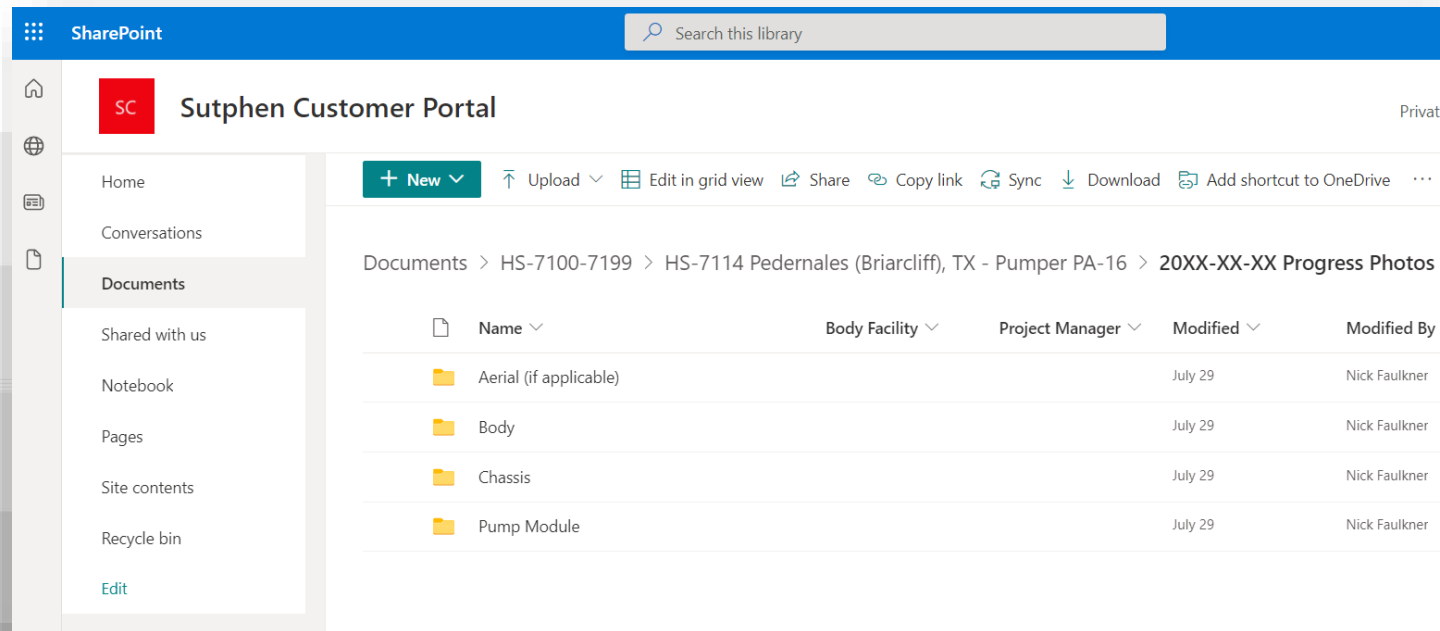


Faulkner headshot.jpg  
image/jpeg  
[Remove](#)



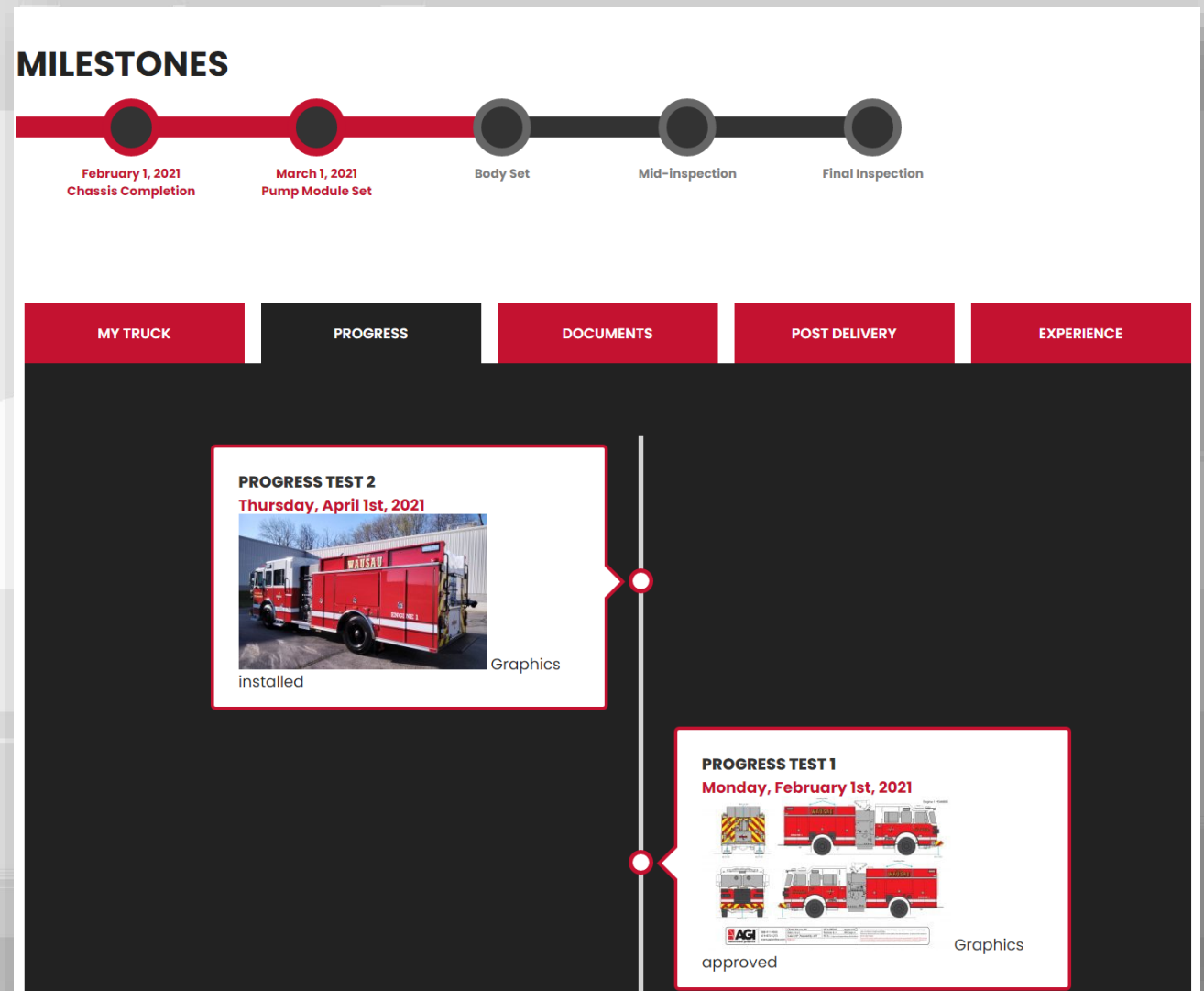
# PROGRESS PHOTOS

- Located on **Microsoft SharePoint** (*link for viewing in each project dashboard*)
- Updated and contributed to by Chassis team and project manager
- Notifications of progress generated through portal by project manager (*result is email delivered to any account associated with project*)
- Consistent process and location = web-based resource for referencing in the future at anytime



# MILESTONES, PROGRESS & NOTIFICATIONS

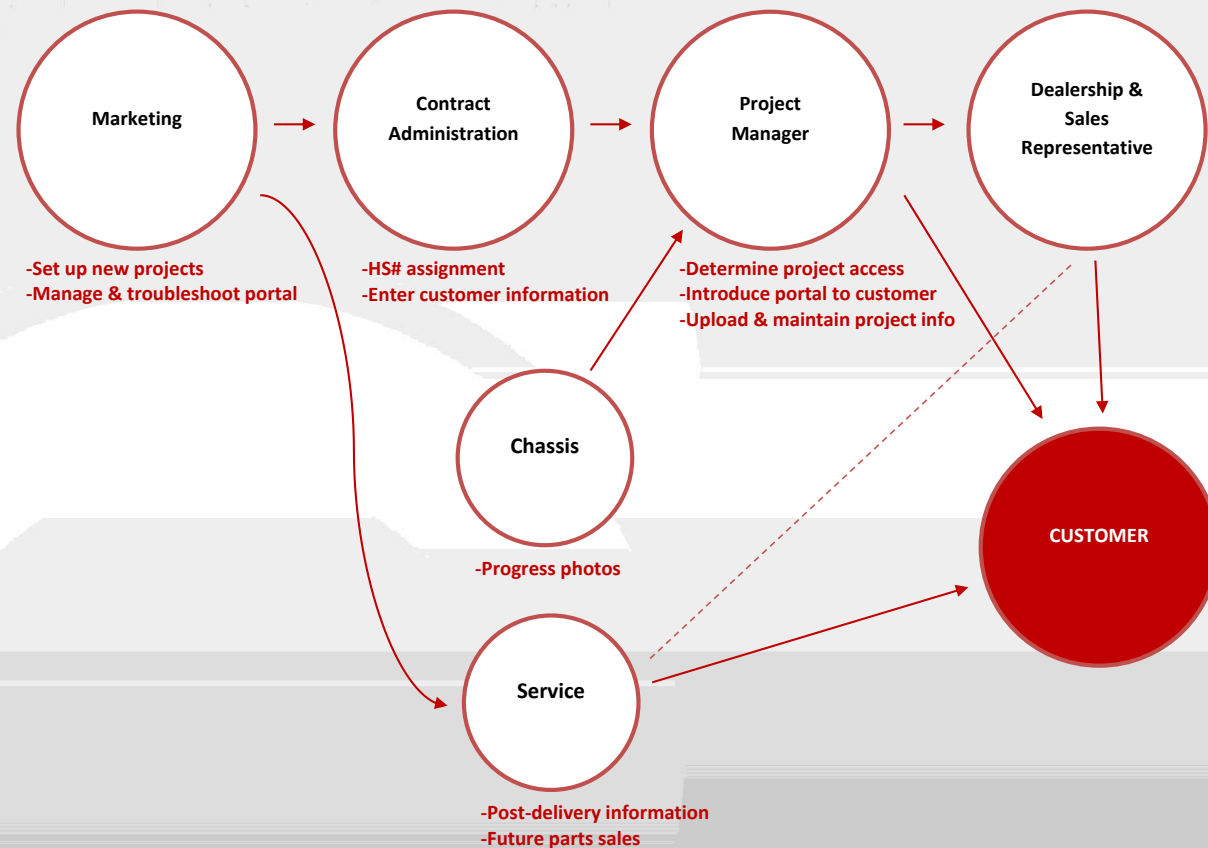
- **Milestones** established for a visual broad overview of project *(dates not included unless requested after milestone has been completed)*
- **Progress** is a vertical timeline that allows for details like photos, videos and descriptions *(included at the project manager's discretion and reserved for progress that may not be included in milestones)*
- **Notifications** are also at the project manager's discretion and will generate an email sent to any account associated with the project
- All can be CUSTOMIZED between project manager and dealer rep



# INFORMATION FLOW

- Chassis progress photos can be found on SharePoint via link on portal
- All other updates and progress photos handled by project manager
- Service + post-delivery information TBD based on dealership, customer request and project type

CUSTOMER PORTAL – ACCOUNTABILITY FLOW CHART



# QUESTIONS...

**Nick Faulkner**

(Marketing or STM as backup resource)

- Portal viewing, technical or account access/login issues
- Microsoft SharePoint viewing or link issues
- Suggestions for improved portal function or aesthetics

[Nick.Faulkner@sutphencorp.com](mailto:Nick.Faulkner@sutphencorp.com)

513.503.2296

**Project Manager**

(Nick Faulkner as backup resource)

- Project documents, milestones, progress, updates
- Progress photos





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