

BOUMATIC SERVICE-STAR : FAQ



"It should be called : Tranquillity Service!"

Hervé: Gaec Le Jadet

Before you signed up, did you have any fears about the Service-Star Programme?

"I usually never sign any contracts, but I have a trust-based relationship with the dealer and our Sani-Star partner. We had no fears because the contract is very clear. Everything is written in it: the number of cans, liners, etc. It is very clear so there is no ambiguity."

Aline: EARL de Fontenay

Is there a difference between a dairy operator with a contract and one without a contract?

"The dairy operator will benefit from a discount on his contract. We sell quality products at a better price."

Sani-star - Lacta-Service Sarl dealership

What do you think are the biggest advantages of this Programme ?

- *"**We are less worried!** It's one less thing to worry about, our Sani-Star partner and the technicians are in charge of all aspects. We don't have time to think about that. I just go into the milking parlour, turn it on and milk, and I'm done! The other day they were in the yard, changing the liners. I wouldn't have done it, I would have had a mastitis problem and would have realised it too late! **It should be called: Tranquillity Service!**"*

Hervé : Gaec Le Jadet

- *"The programme allows you to **budget** the cost of milking over several years, and it's guaranteed. All prices are increasing today! What I like about the contract is that **prices are frozen** for 3 years. Since they are guaranteed, it's one less worry for 3 years. The price is worth paying because the quality is there. Paying 2€ less per litre and get something that doesn't work would be useless!"*

Aline : EARL de Fontenay

*"Expenses for hygiene, maintenance and liners **are smoothed over the duration** of the contract. Knowing that the amount is high, our treasury is easier to manage."*

Sani-star - Lacta-Service Sarl dealership

- *"Since everything is BouMatic, there is **a better monitoring of the machine**. Product quality is high. It is important to know that we are in raw milk production, we cannot make mistakes. Our Sani-Star partner comes up regularly ; if there's a little problem the follow-up is very good."*

Aline: EARL de Fontenay

As a Sani-Star specialist, what do you think is the advantage for your dairy operators who have subscribed to the Service-Star Programme?

*"One of the advantages of the Service-Star program is **anticipation**. I will manage deliveries so that there will never be a shortage of products. If there is a problem, we are very responsive."*

Sani-star - Lacta-Service Sarl dealership