

Your questions answered

Q: Who is Monnoyeur?

Monnoyeur is a B2B service company, providing customers with equipment and services to optimize their performance and support their transformation...

Q: Who is ARKANCE?

ARKANCE has a mission to lead the Manufacturing and Construction industries in digital transformation through its 'Partner to build Smarter' strategy...

Q: Why has VinZero been acquired?

By combining our wealth of experience and our technical skill sets we can deliver a global services platform for our customers and partners...

Q: Will there be a new brand?

The intent is to converge to one brand in the near future to more fully support our shared vision and strategy...

Q: What does the future group governance look like?

We will have a global strategy for leadership with day to day delivery at a local level...

Q: What plans do you have for continued expansion?

Now that we have established a global service platform the focus will shift from one of footprint to investing in solutions and businesses that expand the offering for our customers...

Q: What areas of the business (the combined group) do you foresee being integrated?

Strategic integration of our IP solution development, professional services, and customer support capabilities will provide an enriched experience for our customers.

Q: Will there be further development of IP?

We are committed to increasing our development and focus on IP solutions to increase the value of our partners in the eyes of our customers...

Q: What advantages does this bring to customers?

As a group we offer an increased capacity to serve our customers at both a global and local level...

Q: Are there any changes required to procurement of our partnership agreements?

There will be no changes to existing agreements, invoicing policies or procedures.

Q: Will our contacts remain the same in each geo? What are the points of escalation?

There will be no changes your local contacts or existing escalation protocols.

Q: Will there be any system integration and centralization?

Our global steerco will set the partner strategy to establish a common reference framework that can be executed at platform level...

Q: Will other parts of your business outside of the country have access to your clients data?

We are committed to upholding privacy regulations and data protection rules in every region we operate in, and will continue to ensure compliance with all relevant laws and standards...

Still have questions?

If you still can't find the answers you are looking for, visit the link below or email us at questions@arkance.net

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