

Futrell Fire Increases Customer Service Capabilities

Recently, we at Futrell Fire added yet another tool to our customer service repertoire. After listening to the vast, expansive wisdom of Jason Foster, a Futrell Fire FTP site has been set up. This makes the transfer of large files easy for those we are privileged to work with. The need for this arose due to the fact that, like many of our clients, our e-mail will only support files up to a certain size. Anything beyond the set limit can become a major burden on a project's deadlines and financial limitations. For those of you who aren't familiar with FTP sites, let me give you a brief overview of how it works.

When it becomes apparent that file transfer is going to be an issue, our C.A.D. guru, Jason, sets up our client with an FTP account. When the account has been set up, an e-mail is sent to the individual who requested the account. This e-mail gives the client a username and password as well as an explanation of how to share files with Futrell Fire via their FTP account. Then, all the client has to do is navigate to the FTP sites web address and log in. From there, the client can upload and download files to an assigned folder within the site. It is comparable to moving files around your own hard drive using Windows Explorer. This provides a secure method of sharing ideas and files.

Below is just one example of the positive feedback we have received on this wonderful provision:

"Thank you for this easy way to transfer the information to you."

All of us at Futrell Fire are very excited about this technology which provides us with another way to better serve each and every one of our clients. Hopefully, we will have the privilege of working with you very soon.