



ICC-ES NEWS RELEASE

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ICC-ES Connect+ Customer Care Service Sets Industry Gold Standard

Clients enthusiastic about enhanced customer care program

“We were in need of assistance in getting our two large evaluation reports updated to reference the 2012 International Building Code,” said Brian Gough, Senior Product Development Engineer, ASC Steel Deck, a division of ASC Profiles, Inc. “ICC-ES went above and beyond our expectations by reviewing and publishing the reports in a matter of weeks versus months. Their responsiveness, great communication and attention to detail were much appreciated. It greatly assisted us in meeting the needs in the market for a building code compliance report.”

“We are very happy with the service that ICC-ES has provided to develop our evaluation report,” said Hans Ward, Group President Protection Products Division, Kop-Coat, Inc.

Last year, ICC-ES launched its enhanced, best-in-class customer care service under the new Connect+ Customer Care Service. The service is available to manufacturers who apply to the [ICC Evaluation Service](#) for an evaluation report (ESR) or listing. The program offers a dedicated service team committed to customer satisfaction that provides answers to applicants’ questions. This valuable service has been well received by new and existing ICC-ES report holders.

“Based on customer feedback, ICC-ES implemented this new program to simplify the application process,” said ICC-ES President, [Shahin Moinian](#), P.E. “We’re listening to our clients and constantly improving our processes to meet their needs.”

Dedicated ICC-ES Connect+ Customer Care service representatives guide applicants through the documentation process and provide contact with technical staff as needed. Applicants can be confident that the dedicated ICC-ES Connect+ Customer Care team provides the highest level of individual attention to each applicant. ICC-ES supports the Connect+ service by providing ICC-ES representatives with ongoing, advanced customer service training to meet the needs of clients and simplify the code-compliance report process.

To contact the ICC-ES Connect+ Customer Care Team, call 1-800-423-6587 ext. 1.

About ICC-ES

A nonprofit, limited liability company, ICC-ES is the United States’ leading evaluation service for innovative building materials, components and systems. ICC-ES [Evaluation Reports](#) (ESRs), [Building](#)

[Product Listings](#) and [PMG Listings](#) provide evidence that products and systems meet requirements of codes and technical standards. Reports from both listing programs are now accepted in Canada. ICC-ES is a subsidiary of the [International Code Council](#)[®] (ICC[®]). For more information, please visit www.icc-es.org.

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