



Broadcast Professional

holds Tascam training for Singapore,
India, Malaysia and Indonesia
service engineers

Singapore, January 2009

Aligned with its regional expansion plan and to keep its service engineers abreast with firmware updates on the latest Tascam products, Broadcast Professional Pte Ltd held Tascam service training last 16 to 19 December 2008 at Miramar Hotel, Singapore. Attended by about 20 service engineers from different BP offices in Singapore, India, Malaysia and Indonesia, Mr. Takashi Haramoto, Technical Support Manager of Tascam, shared with BP service team some key points necessary for the after-sales service provided for customers.



Mr. Takashi Haramoto teaches detailed troubleshooting method on DM-4800, a 64-channel digital mixing console catered to mid-priced broadcast market demand.

It was a four-day hands-on training that highlighted firmware updates on Tascam DR-1, GT-R1, SS-R1 and FW-1884. Mr. Haramoto also provided a detailed lecture and hands-on training on DM-4800 digital mixer.

Mo Ket Seong, Service Manager of Malaysia, said that the training is a fruitful one as “Mr. Haramoto explained in-depth the circuit diagram for the DR-1, GT-R1, SS-R1 and FW-1884. And whilst he opened DM-4800, he showed us every board inside. He shared with us some of the problems that we might encounter and taught us how to troubleshoot with reference to the circuit diagram.”

The training is timely for Indonesia Service Centre as there are concerns on DM-4800. In fact, the two units of Indonesia Service Centre were discussed as case study.

“The training provided a lot of insights and tips on how we can address the service issues on DM-4800. With the advice given to us, we hope to finally give customers 100 percent solution,” said Liong Foa Thong from E&E Service Centre Indonesia.



Here the participants are able to apply straight on Tascam DM-4800 what Mr. Haramoto shares, thus resulting into a more effective learning experience for them

The training also served as a kick-off to Tascam agency in India that will start to operate in January 2009. In this way, Tascam India's positioning as service provider in the said territory is strengthened. Setting up Tascam India is part of BP's long-term expansion plan in the region.

“The service training is a good start for the Tascam agency in India that will commence next month. After the 4-day training, we can not only target sales but also address after-sales service issues. The after-sales service provided is integral to the company's customer relationship management that will prove beneficial to the business in the long run,” said Roshan Malim, BP India service in-charge.



Mr. Haramoto with BP service engineers

“Mr. Haramoto did not only explain the service issues but also discussed the firmware updates on various products like DR-1, GT-R1, SS-CDR1, SS-R1, FW-1884, US 122L and DM 4800. Knowledge on the firmware can solve most of the problems and can eliminate scenarios of changing parts,” added Roshan.

Leslie Tan, Service Manager of Singapore office, found the training beneficial to the service engineers. “The training added value to our operations. We hope that what Mr. Haramoto shared with us will further improve on the way we provide service to customers,” he said.



Mr. Haramoto shares troubleshooting tips on DM-4800 using the circuit diagram as reference

Broadcast Professional Pte Ltd is a broadcast equipment importer and specialist contractor in the region that supplies and provides consultancy services to broadcast market territories such as Singapore, Malaysia, Indonesia and India.

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