

FARO Technologies, Inc. Logo

FARO Amplifies Online Support for Customers

March 23, 2001

LAKE MARY, Fla., March 23 /PRNewswire/ -- FARO Technologies Inc. (Nasdaq: FARO) the leader in Computer-Aided Manufacturing Measurement (CAM2) announced today that it has added a customer-exclusive support system to its web site (faro.com) that will provide fast and accurate responses to its customers.

(Photo: NewsCom: <http://www.newscom.com/cgi-bin/prnh/20010323/FLF001>

Photo: <http://www.newscom.com/cgi-bin/prnh/20000522/FLM035LOGO>)

Brad Lloyd, FARO's Manager of Customer Service said, "This enhancement supports our continued efforts to provide world-class customer service 24 hours a day, seven days a week." FARO customers simply login to the customer service section of faro.com and ask a question. Powered by RightNow Technologies, the automated customer service system then instantly searches a solutions database that contains information on installation, applications, specifications, maintenance, training classes, troubleshooting and upgrades for FARO products. Solutions are displayed in a ranked order, which is based on how often the solution has been effective in helping other customers.

If a customer is unable to find a solution, the support request is routed to a FARO customer service representative for custom problem solving. Within 24 hours, the customer is directly notified with a solution. "The automated program gets answers to customers quicker," Lloyd continued. "FARO customers can access comprehensive solutions any time and even track their support requests."

FARO expects the new technology to cut incoming support requests by one- third in the first 30 days, ultimately reducing FARO's customer service costs. Within six months, FARO's global customers will be able to use this new support enhancement in German, Spanish, French or Japanese.

FARO Technologies and its international subsidiaries design, develop and market CAM2 systems and services for manufacturers of automotive, aerospace, industrial and consumer products worldwide. Principal products include the FaroArm, a six-degree-of-freedom articulating arm, the Control Station and a CAM2 family of advanced CAD-based measurement and reporting software. FARO products provide manufacturers the freedom to measure production parts or complex assemblies on the shop floor. FARO's customers benefit through improved productivity and enhanced product quality because of reduced rework and scrap within the manufacturing process. A recognized leader of dimensional quality control products worldwide, FARO Technologies is ISO 9001- certified and Guide 25 approved. See FARO online at www.faro.com.

SOURCE FARO Technologies Inc.

Web site: <http://www.faro.com>

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CAPTION: FLM035LOGO FARO TECHNOLOGIES LOGO FARO Technologies Logo. (PRNewsFoto)[AG] LAKE MARY, FL USA 05/22/2000

CAPTION: FLF001 FARO TECHNOLOGIES FAROs new customer service system, accessible via faro.com, provides customers with quick solutions 24 hours a day, seven days a week. (PRNewsFoto)[TC] LAKE MARY, FL USA 03/23/2001