

# 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 was ARKANCE interested in the VinZero group?

With this acquisition we can make it more viable for our customers and for our business to increase our solution offerings...

## Q: What benefits will this change in ownership deliver to customers?

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

## 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: How will this change in ownership impact customers or the way we interact with VinZero?

There will be no impact to customers...

## Q: Will pricing and the products offered change?

There will be no change to pricing and products currently under agreement.

## Q: How will my support/SLA agreement/escalation process change?

There will be no change to existing support, SLA agreements or escalation processes.

## Q: Will service quality/policies change?

There will be no changes to any service quality or policies in place.

## Q: Will the quote you gave me still be honored?

All terms and conditions of quotations will remain in place.

## Q: What organization should we make payments to?

All payment terms and conditions will remain in place.

## Q: Will there be any impact on my 'work in progress' project? Will the timeframes change?

There will be no impact to existing customer projects or delivery timeframes.

## 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](mailto:questions@arkance.net)

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