NEWS RELEASE

AAON Leadership Joins Microsoft and Argano to Explore AI-Powered Service Operations

2025-02-19

AAON's Vice President of Business Technology, Rob Teis, will join leaders from Microsoft and Argano in an upcoming webinar exploring how Service Intelligence is transforming customer service operations. The **webinar**, "Service Intelligence and 2025 Trends: Modernizing Your Service Operations with AI," will take place on Wednesday, February 26, 2025 at 11:00 AM EST.

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As AAON continues to lead the HVAC industry in technological innovation, Teis brings over two decades of industry expertise and a unique perspective on integrating cutting-edge technology with manufacturing excellence. Under his leadership, AAON has undertaken significant digital transformation initiatives, including a comprehensive CRM overhaul leveraging Microsoft Dynamics 365. This firsthand experience with Microsoft's technology stack makes him uniquely qualified to discuss the future of AI-powered service operations.

“We’ve been working on our CRM for quite a while now, focusing heavily on data alignment under the hood to provide speed of resolution and consistency of support,” says Teis. “At AAON, we deeply invest in the customer experience, and that means building technology and processes that make people’s lives easier. We want the computers to handle what they do best, so our teams can focus on what matters most—our customers.”

Joining Teis on the expert panel are Greg Moser, VP of Customer Experience at Argano, who brings over 25 years of experience in delivering transformative customer experience programs, and Sundar Raghavan, VP of Intelligent Business Applications at Microsoft, who leads product strategy for AI-powered business solutions.

During this webinar, attendees will gain practical insights into:

- The role of Service Intelligence in modernizing customer service operations
- How AI-powered tools are revolutionizing customer support and service delivery
- Real-world applications and success stories from industry leaders
- Emerging trends shaping the future of customer service
- Implementation strategies for organizations looking to enhance their service operations

Join this forward-thinking discussion and learn how Service Intelligence is reshaping customer service in 2025.

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