

PCL Alpharetta Customer Care

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PCL Alpharetta Customer Care Overview

How We Can Help You

[Click Here For The Customer Care Overview Presentation](#)

Our Mission

Enhance customer support by partnering with CTD engineers to facilitate communication with Alpharetta Core Labs

The diagram illustrates a network of four entities: Core Labs, Customer Care, CTD, and Customer. Core Labs (represented by a blue circle with a test tube icon) and CTD (represented by a yellow circle with a pill icon) are connected to Customer Care (represented by a red circle with two people icons). Customer Care is also connected to the Customer (represented by a green circle with two people icons). Additionally, there is a purple circle with a smartphone icon connected to both Customer Care and the Customer. The entire network is set against a background of a dotted pattern on the right side.

Support for Market Clusters, Platforms and RAPS

Contact	Ext	Office
 Elena Krumenaker PCL Manager & Customer Care Group Leader	8871	E2097
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Project Logistics Coordination for CTD Engineers

- Facilitate communication with Core Labs and manage project timelines
- Molding requests and testing submission
- Aging study support
- Marketing materials: PSK, Color chip booklets, etc
- Testing and sample preparation: Failure analysis and RH conditioning

Outside Testing

Current Testing Partners:

- [Intertek](#) - General Materials Testing
- [SGS](#) - Halogen Content and REACH Testing
- [Applied Technical Services \(ATS\)](#) - General Materials Testing
- [National Technical Systems \(NTS\)](#) - General Materials Testing
- [Herb Curry, Inc](#) - Fire and Flammability Testing
- [Texas OilTech](#) - Nitrogen by Chemiluminescence (ASTM D4629)
- [H&M Analytical](#) - XRD, % Crystallinity
- [C-Therm Technologies / Thermal Analysis Labs](#) - Thermal Conductivity on films by ISO 22007-2
- [Thermtest](#) - Thermal Conductivity by Guarded Heat Flow Meter (ASTM E1530)
- [Savant Labs](#) - Nitrogen by Chemiluminescence (ASTM D5762)

Please contact [Crystal Bustion](#) or [Elena Krumenaker](#) for testing submission, additional information or new testing needs