

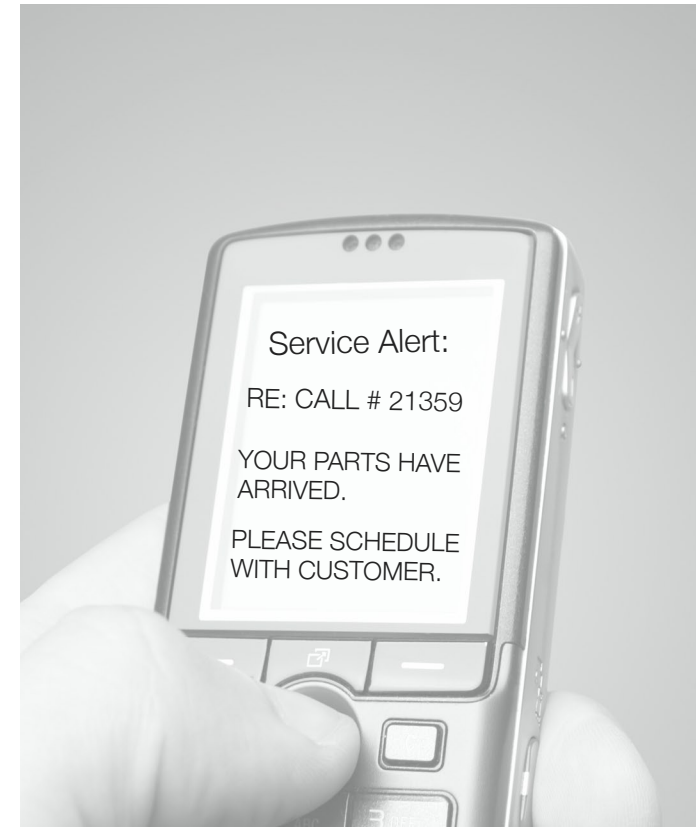
## A Well-Oiled Machine

**W**e are proud to offer our customers the kind of service that Automated Best Practices produce. Our commitment to excellence and pursuit of continuous improvement contribute to the success of our customers, and that is how we measure our success. Our goal is to always provide seamless service, and CEO Juice provides us with the systems and tools to give you what you need, when you need it and to ensure every detail is picture perfect every step of the way.

**O**ur subscription to CEO Juice's Automated Process is evidence of our passion to provide our customers with the best service in our industry.



**CEO JUICE  
CERTIFIED**



Our company subscribes to CEO Juice's automated processes and is certified as having implemented CEO Juice's recommended Automated Best Practices. This means we are able to give our customers worry-free sales and service every time.

## Your Right to Know

We follow automated processes so our customers know the status of their service call every step of the way. Good service begins with good communication. We'll start by sending a confirmation email when your service call is logged, so you can rest assured it is entered into our system. We'll also send email alerts all along the way:

- Once our technician is on the way to your site, we'll let you know who has been dispatched so you'll know who to expect and when.
- After the service call, we'll email you to tell you that the visit is complete.
- If we need to come back, with parts for example, we'll let you know.
- If your system was fixed during the call, with no further work pending, we will send you a final email the day after your service call to confirm that everything is working to your satisfaction.

We'll keep you informed about your supply orders, too. We'll even email you a link to track your order. And, if you don't want these notifications, just let us know. When it comes to your system – you are in charge.

We have other systems in place for your convenience and to keep your business in good health. If your account is past due, we'll inform you if there may be a disruption in service. We can even email invoices rather than send them by traditional mail.

## Help Us Help You

What our customers think is important to us and helps us improve our service. Our process is 100 percent focused on ensuring that our customer's needs are not only met, but exceeded. Customer satisfaction is a great measure of how we are doing. We continually strive for your utmost satisfaction, but we need your feedback when we need improvement too. Knowing where we are hitting the mark and where we are falling short helps us provide you with the best service in our industry.



## Nothing Falls through the Cracks

Our systems now include "exception reporting," which notifies us when certain conditions occur. For example, our service manager is automatically notified with an email if:

- your copier has excessive service calls.
- your meter entry is excessively high or if a start and end meter is estimated so we can ensure accurate billing.

Likewise, we have alert systems in place so that:

- technicians are sent daily inventory updates to ensure that they are always replenished with exactly the parts they need for 90+ percent of daily service calls.
- technicians are alerted whenever a part they need to fulfill a service call is in inventory with any other technician or at a warehouse location throughout the company – we strive for 100 percent first-response repairs.
- technicians are alerted when a part they ordered has arrived.
- the parts manager is alerted with a list of any non-standard parts needed for a service call so they can be ordered immediately.

Our technicians are responsible for keeping our customers updated with the status of their calls. You don't have to check up because our technicians check in. If you have to call us for an update, we not only notify the technician but we also escalate to their manager and keep a log of how often it happens.

These are only a few examples of some of the 400 available processes that our subscription makes available to us so our customers get great service, every time. We think you will agree that this is a distinction worth having.

Before you choose your copier service provider, you should ask:

***"Do you subscribe to CEO Juice?"***



Process Automation/Monitoring  
powered by CEO Juice

