



UTAX DIRECT SERVICE RATED AS "EXCELLENT" BY 89% OF CUSTOMERS

The UTAX Direct Service operation enables authorised UTAX Partners to outsource their service offering without compromising on quality or efficiency. The support available is multi-faceted and can come as individual elements or combined to provide a complete package.

THE BENEFITS

Partners who use the UTAX service operation have access to highly trained specialists with unrivalled expertise in the maintenance and support of UTAX equipment. From the initial installation of the device, to the dedicated service control centre and call triage desk that manage the day-to-day running of the Service operation, the UTAX Direct Service operation gives Partners the ability to focus their efforts on building stronger customer relationships.

"UTAX Direct Service has given us the ability to work as a local company with the capability to serve a national client base and still retain a friendly local feel to our customers. They have worked around us, so we can take the service calls and pass them onto UTAX, giving the customer the reassurance that they are still dealing with us for service." comments one UTAX Partner.

PROFESSIONAL & EFFICIENT

To ensure a swift and efficient installation, and minimal disruption, UTAX have a team of dedicated specialists who build the devices to the customers specification, and manage the complete installation process from site surveys, pre-install and delivery to networking and training.

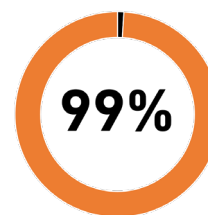
Liam at Elite Group LCA, a UTAX dealer based in Birkenhead comments:

"I have worked in this industry for a long time and the UTAX team are easily one of the most professional and efficient companies to work with, mainly due to how helpful they are on the rare occasion that we have issues. Although I have been in the industry for a long time, when we established Elite Group LCA, a lot of the processes were new to me, so it was imperative that we have professional and multi-faceted support from the technical team and service desk, giving us one less area to worry about."

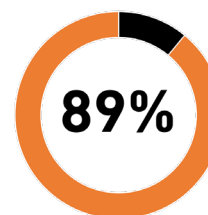
KEEPING COSTS LOW

Looking at the statistics, on average, 29%* of all service calls received are currently cleared remotely, meaning not only are the UTAX Partners who use the Direct Service operation able to optimise their service processes and make savings on service costs, they can also provide providing proactive support for their customers.

Tools, such as intelligent order management for automatic replenishment of toner, hassle-free scheduled servicing and monitoring of print output, as well as the cloud based solution, UTAX Fleet Services (U.FS), gives Partners the flexibility to support their customers as much as possible, without deploying a technician.



99% of end user customers were "very satisfied" or "satisfied" with the level of service from our technicians**



89% of end user customers who took our Technician Feedback survey said the overall experience provided by our Technicians was "Excellent"***



11% increase in total UTAX Direct Service MIF since February 2018*

"Thanks to the UFS, we have eased administration workload by being able to automatically monitor the toner levels in the machines and removing the requirement for us to manually place toner orders. This means less down time for the machines, a far more productive working environment and reduction in waste!"

*Source: UTAX internal reporting

**Source: UTAX Technician Feedback Survey April - September 2019

Using U.F.S, we can remotely triage devices reducing the need to dispatch a technician. Triage functionality includes the retrieval of device configuration, firmware updates, remote access to the panel of the device, collection of meter readings (including 3-tiered billing) through to reporting tasks and device clone. This allows our us to offer the highest quality service, with minimal technician visits, keeping costs low and customer satisfaction high.

"We have had nothing but excellent feedback from our customers throughout our experience of using UTAX Direct Service. The operation has allowed us to concentrate our efforts on our customers needs" comments the Managing Director.

"Call out times have been exceptional and our customers feedback regarding the Technicians that arrive on site, has been that they are friendly and extremely helpful"

ALL ENCOMPASSING SOLUTION OUT IN THE FIELD

One print management company has been utilising the UTAX Direct Service since becoming an authorised partner back in 2011. The company established the need for a partner that could assist them with offering an all encompassing print management solution alongside a seamless service provision for their customers' devices.

Both the company and their customers have benefited from the UTAX Direct Service. The automated monitoring tool used by the service division has allowed the team to proactively manage devices remotely, resulting in less calls reporting issues and quicker machine fix times. The company is also not holding vast quantities of toner, due to the automatic toner replenishment feature.

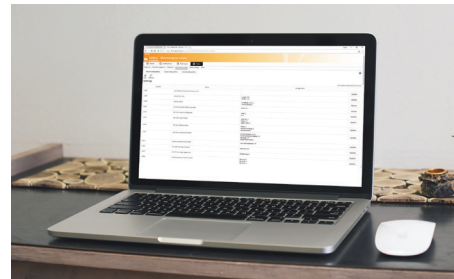
This means that all networked devices are remotely monitored and when the toner volume drops below a set level, replacement toner order is raised to UTAX and the toner is dispatched.

For those issues that can't be resolved remotely, UTAX have a nationwide fleet of trained technicians that are on hand in the unlikely event of any issues with customers devices.

Through UTAX Direct Service, our Partners have access to highly trained specialists with unrivalled expertise in the maintenance and support of UTAX equipment, and unlike third-party support companies, all our technicians (field, installation and IT support) are 100% dedicated to supporting our products.

With an SLA of 8 hours and a first-time fix rate of 95%, it's no wonder UTAX receive such glowing responses from both the Partners who use the service and the end-users who receive the support.

One Direct Service Customer remarked: "Call out times have been exceptional and our customers feedback regarding the technicians that arrive on site, has been that they are friendly and extremely helpful"



With a satisfied end-user following up on a successfully resolved job with:

"Our technician came out to us promptly and as always he fixed the problem. He is extremely pleasant and is very thorough in his explanation of what the problem was, highlighting ways to avoid in the future. Big thumbs up!"

About UTAX (UK) Ltd

Established in 1989, the UTAX brand of digital office products is synonymous with quality and reliability, and with a hard-to-match product range, UTAX and our Partners provide solutions for all office output – encompassing digital copying, printing, fax and scanning equipment as well as cutting edge software solutions. Our dedication to service and support, together with our technical know-how achieve a standard in the industry that is hard to match.

IF IT WORX, IT'S



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