

Service

FACT VS. FICTION



OUR AVERAGE RESPONSE TIME IS LESS THAN 4 HOURS.

Every time you place a service call, you will be contacted by your Advance technician with an estimated time of arrival. You will then have a factory certified technician who is specifically trained on your system, with the right parts to correct your problem, in your office within 4 hours of your initial call.

WITH THEM—you will receive a call from a technician within 4 hours of the time that you place the call and a “runner” will be at your office within 4 hours. A runner is typically an entry level service employee trained to remove paper jams and other easily corrected problems. If the runner is unable to correct the problem, a higher level technician will be dispatched.

WE MEASURE FIRST CALL EFFECTIVENESS AS OUR KEY PERFORMANCE INDICATOR.

Our definition of first call effectiveness is the percentage of service calls that are fully resolved and closed on the first visit, with no additional service calls (for any reason *including* operator error) for at least 30 days after the initial call. Ours is among the highest in the industry.

WITH THEM—First call effectiveness is often not even measured. Those that do, typically exclude any additional calls received during the 30 day period unless they are for the identical problem as the initial call.

EVERY SERVICE CALL RECEIVES OUR UNIQUE MINIMUM CALL PROCEDURE (MCP).

This means your technician will report to the key operator to hear the nature of the problem firsthand and inquire about other potential problems. In addition to correcting the specific problem, the technician will clean the entire machine and replace any parts that are subject to our internal mandatory replacement schedule. Once the call is complete, the technician will report back to the key operator prior to closing the call. The objective of Advance’s MCP is to keep our customers’ systems running at peak efficiency and to prevent future calls.

WITH THEM—The office equipment industry standard is to squeeze the maximum life out of parts. While this practice may have a positive impact on the service provider’s financial statement, it has dire consequences on the customer experience.

OUR TECHS ARE TRAINED AT OUR OWN, IN-HOUSE, MANUFACTURER CERTIFIED TRAINING CENTER.

We are serious about service. So serious, in fact, that we employ 2 full-time Service Trainers, and have one of the few in-house, manufacturer certified training centers in the country. Every technician is factory certified on every model that they work on. Last year, we conducted 25 training classes, each lasting an average of 7-10 days. Training is conducted on actual machines.

WITH THEM—Training means only sending 1-2 technicians to a factory training class, while the rest of their team does online training—never having actual hands-on experience with your machine until they walk in your door.

ADVANCE OFFERS EMERGENCY SERVICE TO OUR CUSTOMERS 24/7/365.

We are available to our customers anytime they need us. . . period. Whether printing press packets for the Ravens on Sunday morning or tax returns for accountants on April 14th, day or night, you can count on Advance.

**For more information about our service performance,
or for customer references, please call 410.252.4800 or email
info@advancestuff.com.**



We Live and Breathe This Stuff.®

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SHOWROOMS: COCKEYSVILLE • ANNAPOLIS • RAVENS STADIUM • FREDERICK