

## PASSIONATE ABOUT SERVICE

Geerings was founded in 1903, with what was then the latest in print technology. Today we remain at the forefront of our industry. We are one of the UK's leading suppliers of photocopiers, printers and managed print services. Whatever your organisation's size or distribution, Geerings can deliver tailored solutions built around your document output needs and your business challenges.

Our managed print service combines a range of hardware, software, consumables and services - expertly managed and supported by Geerings.

We take full responsibility for the management of your document output requirements, ensuring everything from installation, equipment management, monitoring and maintenance to the supply of consumables. We remove the burden of managing your equipment fleet and guarantee it performs as needed and meets the Geerings service level agreements.

Our goal is to maximise the uptime of your equipment and we invest heavily in our infrastructure to deliver this. Our investments in new technology and our dedicated team of support experts pro-actively monitor your equipment, continually optimising performance and pre-empting any potential issues before they occur. Unlike many of our competitors we haven't compromised our service levels with automated call centres or cut the stock of spare parts we hold.

We care passionately about providing fast, efficient and reliable service and our experienced support teams

take pride in looking after your needs. With efficient and coordinated installations, reliable servicing from our trained engineers, expert product knowledge, and practical advice and support, you can be sure of a first class service.

We believe in an accountable and personal service that prioritises your needs which is why Geerings is the right choice for your business.



# PRE DELIVERY AND INSTALLATION



Geerings Technical Centre has a dedicated Pre Delivery Inspection Team that will pre configure your equipment to network level prior to installation, which means that:

- Your equipment is 'plug and go' ready
- You will experience minimum down time when your old equipment is removed
- The equipment will be set up based on your individual requirements
- The engineer will be able to spend time with key users and provide training where required

# REMOTE MONITORING AND HELPDESK

At Geerings we have made significant investment in new technologies and can provide a proactive service to our customers. Our dedicated team of support experts will:

- Collect automated meter readings
- Pre-empt any potential equipment issues
- Carry out equipment diagnosis
- Monitor automated toner ordering
- Produce and monitor equipment activity reports



# SERVICE LEVELS



Our goal is to maximise the uptime of your equipment. Unlike many of our competitors we haven't compromised our service levels with automated call centres or cut the stock of spare parts. We believe in accountable, personal service that priorities our customer's requirements. Our current service performance levels are as follows:

- Average response time of 3.2 hours
- Equipment uptime 98%
- First time fix rate 94%
- 22% of service calls closed remotely



# COMMUNICATION



Communication is key at Geerings so choosing us as your Managed Print Service provider will guarantee peace of mind when it comes to being kept informed of all account activity. Our engineers follow a call procedure to ensure our communication is flawless:

- Our engineers will call ahead and ascertain whether telephone assistance can be offered
- If an onsite visit is required, the engineer will provide an ETA
- We will report back to the person who logged the fault to confirm the job has been resolved

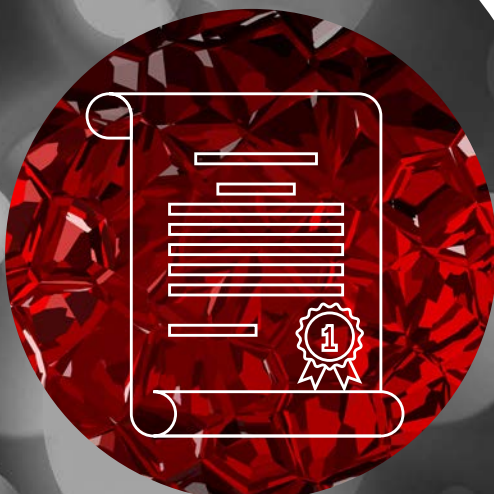
# ENGINEERS

Our engineers are proud to represent the Geerings brand and they deliver a consistently high level of service and care to all our customers. Our engineers are:

- Located geographically in order to deliver market leading service levels
- Accredited by our manufacturers
- Follow a customer service call procedure
- Stocked with parts for the equipment in their area
- Professionally dressed with Geerings branded uniforms



# QUARTERLY PERFORMANCE REPORTS



Each quarter our account managers can prepare a service performance review to assess the quality of our service delivery. We produce detailed management information reports that cover all key performance indicators. The report includes:

- Equipment schedule
- Service level report
- Service activity report
- Usage report



## NEXT STEPS

Contact Geerings Ltd for a full  
and comprehensive site survey:

**01233 633366**

