



A LARGE PRINT MANAGEMENT COMPANY UNBOXED A SUCCESSFUL WAY OF LOOKING AFTER CUSTOMER FLEETS

A large print management company, who have been trading as a UTAX Partner for over 6 years and have over 40 years print experience, praises the UTAX Direct Service division.

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.

The UTAX partner did not have an internal service provision in place, and had no desire to change that. The UTAX Direct Service division was therefore a perfect solution, as it allowed them to sell machines nationwide without worrying about hiring and training technical service staff.

The UTAX Direct Service operation was set up to allow authorised UTAX Partners to outsource their service offering without compromising on quality or efficiency.

The company now have 400+ devices being managed using the service operation and have access to highly-trained specialists with unrivalled expertise in the maintenance and support of UTAX equipment.

The Managing Director comments, "We had no problem selling print devices, in fact we got so busy selling that

we realised that it wasn't just about selling printers anymore, we needed to be able to offer an all encompassing solution, which UTAX were more than capable of assisting us with. There was also an imminent need for a team of dedicated specialists who could build our customer devices to specification without compromising on our high quality customer service."

"We have had nothing but excellent feedback from our customers throughout our experience of using UTAX Direct Service".

Both the company and their customers have benefited from 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.

"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.

CUSTOMER FEEDBACK

- "Anthony sorted the problem quickly and explained what happened and also sorted another problem which we didn't know we had"
- "Jason was very helpful and sorted out a complex problem which has helped tremendously"
- "Matt fixed the problem in good timing, gave a detailed explanation of the issue with our printer and was very friendly and professional"
- "Mike was very professional and courteous throughout the service call and finished replacing parts promptly"
- "Nicky was helpful, polite and carried out the job professionally and cleaned up all packaging afterwards"

For more information call **+44 (0)1793 786 000** or email **sales@utax.co.uk**

UTAX: THE UK NETWORK OF PRINT SOLUTIONS EXPERTS



www.utax.co.uk