



We don't just say we have the best service, we prove it.

Service Excellence - Established in 1983

Increase In Productivity and Money Saved

- Service techs spend **quality time with the customer** the first time, and always come ready with the best solution
- Service techs get on site fast with the correct plan of action to keep you **productive and efficient**
- Service is completely automated and **remote diagnostics** will dispatch support staff immediately

Live Dispatcher

- UBS has a dedicated and **technically trained** dispatcher available to call
- 20% of all calls are solved immediately by the live dispatcher

Stats and Numbers

- Another 17% of service calls are fixed remotely by phone by the UBS support staff
- The **average up-time** for all devices in the field is **99.5%**
- First call resolution is 87%
- Service techs call within 1 hour, their on-site response time is less than 4 hours, and **overall resolution time is less than 6 hours**

UBS Service Technicians

- This is UBS' largest investment, as all service techs are highly trained on every single device
- In direct correlation with UBS' overall policy, **security is the No. 1 priority for service techs**
- UBS has been recognized in high regard annually since the early 2000's by both **Canon and Ricoh** for service technician excellence

Award Certifications

- UBS has been recognized as both a **Canon ATSP Award and Ricoh Circle of Excellence** winner every year since the early 2000's for elite-level technician training and best-in-class service for clients
- Only a handful of dealers nationally are recognized at this level



Net Promoter Score

- Nationally-recognized scoring system using customer surveys and feedback
- Max score: 100, national average: 30, most well-loved companies: **70-80, UBS (2019): 95.51, (2018): 92.9**
- UBS has had constant increase in score every year since 2015

Google and Facebook Reviews

- Over 20 reviews on Google and Facebook, **every one of them is 5 stars!**

Buffalo - 716-854-4122 | Rochester - 585-321-9303
ubswny.com | info@ubswny.com