



## 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 a Canon ATSP Award 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 (2023): 100, (2022): 96.6
- UBS has had constant increase in score every year since 2015

#### Google and Facebook Reviews

- Over 40 reviews on Google and Facebook, with a total rating of 4.9 stars

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