

3.2 HOURS

(4/1/2016 to 6/30/2016)

2ND QUARTER SERVICE RESPONSE TIME

Prompt service response is probably the single most important factor that businesses need when considering office equipment providers. We are proud to publish our quarterly measured times every quarter and we're extra proud that our service team lowered its response time by 6%.

"Priority service delivered to all is and has been a cornerstone of Gray & Creech Office Systems, since 1922."



- ◆ Local Parts & Supply Warehouse
- ◆ Local Service Dispatch Team
- ◆ 30 Minute Phone Support After Initial Call
- ◆ 20 Point Technicians Service Call Check List
- ◆ Experienced & Manufacturer Trained Technicians
- ◆ Low Service Tech to Machine Ratio
- ◆ Award Winning Service Manager (35 Years)
- ◆ Escalation Policy To Eliminate Delay
- ◆ Remote Tech Software (Mobile Call Dispatch)
- ◆ E-Automate (ERP / Service Software)
- ◆ Regular Preventative Maintenance Cycles
- ◆ Vehicle GPS
- ◆ Local Management



MICAS: Cloud Monitoring

- ◆ MICAS: Auto Supply Monitoring
- ◆ MICAS: Malfunctions Electronically Reported
- ◆ MICAS: Generate Maintenance Reports & Event Logs
- ◆ MICAS identifies Required Parts Needed In Advance
- ◆ MICAS: Updates Machine Firmware Remotely
- ◆ MICAS: Displays tutorials for Alerts & Error Codes