

Innovation Changes Everything

QBSI

A Xerox Company

Service

Customer Care Center

Our customer care center is our first line in support and provides real-time access for hardware, connectivity assistance and document software support. We provide:

- Remote assistance capability for more accurate troubleshooting
- Experienced and certified customer care center technicians
- Support assistance for hardware troubleshooting, software configuration, remote installations, pre- and post-sales
- Faster response time with a guaranteed call back time within an hour

On Site Technical Assistance







We offer on site technical experts to assist in troubleshooting and maintenance. Our goal is to keep your office running and efficient with:

- Technical service employees, certified by every manufacturer we support and sell
- Assigned coverage areas to gain familiarity with your company, personnel and workflow
- Equipped with a full stock of parts and supplies
- Outfitted with laptops and cell phones that ensure easy download of drivers and firmware upgrades for quick resolution

Parts Delivery

Our service trucks deliver parts directly to technicians in the field. This helps provide an efficient fix in the event a part is not in the technician's inventory. Our delivery truck will pick up the part and deliver it to the technician, thus getting your machine up and running with minimum downtime.

Service Guarantees

-  95% Guaranteed uptime promise
-  4 hour response time
-  Call back within an hour
-  Upgrade assurance
-  Loaner machine policy
-  On-going customer satisfaction

Business Equipment Services Information

Business Equipment Services Information (BEI) is used to measure and create benchmarks by comparing nationwide industry statistics. This information is very valuable to both our service department and our customers.

- Compares our statistics with those across the industry per machine
- Compensates Technicians for copies between calls, promoting more uptime and a thorough service call every time
- Reduces overall call volume because technicians take a proactive approach to repairing the copier instead of a simple band-aid fix
- Minimizes service calls which translates to an improved response time for all customers
- Ensures all service calls are done proactively, efficiently, and effectively

Network And Document Management Services

We have a team of specialists that take a consultative approach to fitting your office and workflow with the optimum solution.

- Design, install and support complex network infrastructures
- Enlist Network Certified technicians experienced in a variety of platforms
- Create personalized, easy-to-use software applications to provide solutions

Customer Training

We provide training customized to fit your needs.

- Pre-sales, installation, post-sales as well as refresher courses
- On site training for key groups based on workflow needs
- Advanced training for IT, color specific or software related

Immediate Support

- Visit our website to view our Xerox Knowledge base for answers to variety of software and hardware related issues
- Subscribe to our YouTube channel [The Northwest Group] to see a growing selection of solution videos
- Place a service request by phone or on our website

Remote Meter Collection

This automates and simplifies meter reading activities, reducing manual intervention and delivering accurate results. The noninvasive application automatically creates a snapshot of all networked and non-networked devices in a matter of seconds.

- Sets thresholds to automatically order supplies when necessary. Generates no cost to the customer or hidden fees and administrative charges
- Collects meter data from networked and non-networked devices
- Utilizes an interactive reporting tool that includes serial number and page counts
- Helps you comply with HIPAA regulations
- Runs volume analysis on your managed fleet to give you accurate TCO reports
- Generates no cost to the customer or hidden fees and administrative costs



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