

Major Imaging Corporation

CASE STUDY

THE SITUATION

Within one of the world's leading document management technology and services enterprises is a service division that's long been recognized as the best-trained in the world, equipped with the industry's most advanced service technology. A broken copier can represent a significant inconvenience for an individual department within a large company, but it's a full-blown crisis for a small business.

THE SOLUTION

This organization developed an automated monitoring system using USA Mobility pager technology and our solid, dependable networks.

Many of today's copiers and printers operate on complex software and are tied to servers to monitor their operation. If the diagnostic routines detect any abnormality, the copier or printer sends out a text message to the technician assigned to that account.

The service reps are notified of problems so quickly their customers often aren't aware that one exists. That kind of speed and reliability from USA Mobility is something the company knows they can depend on.

The company also created an intricate internal system to track metrics such as message frequency and costs by employee name, number and other categories. They provided detailed specifications describing their desired presentation of this data, and USA Mobility provided a custom data feed on a monthly basis that helped the organization manage their costs.

As a major presence in the field of imaging, the company knows they can't afford to be out of touch and unresponsive to their customers. The USA Mobility pagers help them provide a functional and cost-effective solution to pressing service needs.