



New York | Massachusetts | North Carolina | Florida

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Some of the reasons we can offer a true partnership with our customers:

*People*

We have the most committed, trained, and knowledgeable people in the industry

*Territory*

East Coast with additional coverage upon request

*Partners*

Service partners with select companies worldwide.

*Technicians*

More than 50 factory trained and experienced technicians along the East Coast

*Service Vehicles*

Fully stocked with Telenav interface for service efficiency

*Equipment Database Management*

Full detail file on your equipment to expedite service

*Parts Department*

Two fully stocked main warehouses and multiple satellite locations with barcoded inventory



### *Service Coordination*

Our service department is grounded by 5 Service Dispatchers that log service requests and dispatch our technicians. They are responsible for:

- Troubleshooting service issues
- Prioritizing and scheduling calls
- Communicating status with customers
- Dispatching installations and PM Programs

### *After Hours Answering Service*

Through this answering service we are able to offer:

- Answering and dispatching emergency calls after normal business hours
- 7 Service Technicians on call after hours throughout our normal coverage areas

### *Dedicated Installation Coordinator*

Our Installation Coordinator plays a key role in working with our customers and vendors to ensure equipment arrives on time and complete as ordered. He coordinates installation and start-up with our service department and local vendors and follow-up that is necessary after installation.

