



ubeo  
BUSINESS  
SERVICES

# Why Choose to Partner with UBEO?

UBEO provides a level of customer experience that is ***unmatched*** in our industry.

At UBEO, our customer experience is more important to us than anything else. Our Business Technology Assessment, ongoing service, customer support and training are the reasons our customers renew with us again and again. We make every business decision for the benefit of our customers.

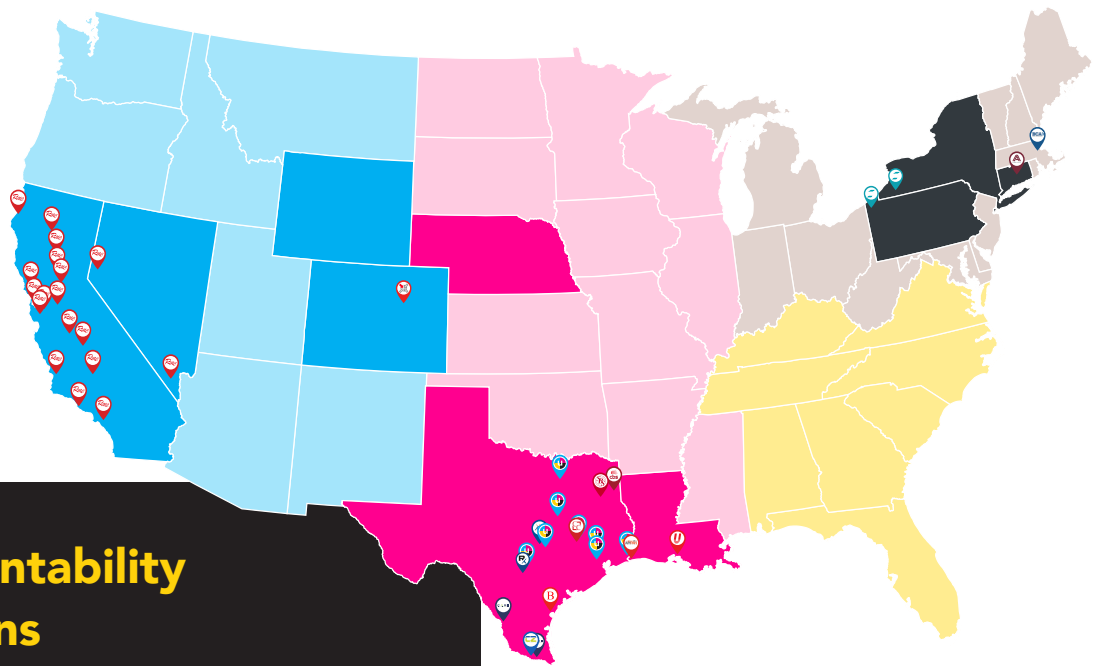
**Don't just take our word for it.** Organizations nationwide leave us an average rating of 4.8 out of 5 stars in thousands of reviews! Visit [ubeo.com](http://ubeo.com) to see our ever growing, highly rated customer reviews.

“UBEO's customer service is ***above and beyond*** anyone else. Everyone that I have ever dealt with is friendly, professional and very knowledgeable.

- Cherie D.

Calais Custom Homes LLC





## Local Accountability and Decisions

We have great leaders at UBEO. We take the time to ensure we have the right leadership in place in every branch and then grant them the autonomy to do what is best for their customers. Our branch leaders can and do make decisions that ensure our customers get the best possible customer experience.

## Our Decision-Making Philosophy

*Every decision we make is put through a series of questions:*

- How does this decision improve our customer experience?
- How does this decision impact our employees?
- How does this decision affect our company as a whole?

What's interesting about this method is that we always know the answer to the third question. If we make great decisions for our customers and our employees first, our company will always be made stronger. It isn't always the easiest way to lead, but at UBEO, **we do what's right, not what's easy.**

CUSTOMER  
FIRST

EMPLOYEE  
SECOND

COMPANY  
THIRD

# Best In Class Products

We offer the best models from a variety of manufacturers to create optimum solutions.

## Best in Class

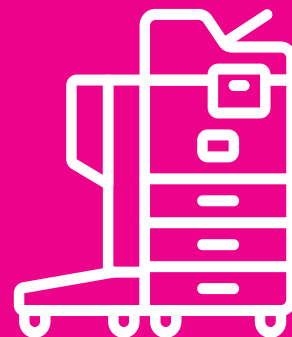
Manufacturers have different strengths. At UBEO, we test products and solutions to ensure they meet rigorous quality standards. We typically sell only one device in each segment line that outperforms all others. Our **Best-in-Class Strategy** reduces our service call volume and keeps only the best equipment supporting our customers.

## Technology Partners

We are **Brand Agnostic**. We support many different brands, but only the best products from each provider. Our analysts favor flexible systems that don't leave you locked into a "one brand" technology solution. Being flexible allows your organization to stay nimble and take advantage of the latest emerging technologies.

## Print Standardization

We can facilitate your unique workflow and user needs with the minimum number of device models. Most solutions can be designed with just two or three different models making service, supply management and usage a breeze.







### Multifunction Copiers

We offer the best performing models from a variety of top brands.



### Business Class Printers

Business Class Printers offer fantastic print quality with exceptional longevity and performance.



### Electronic Document Management

Our expert systems engineers will tailor the best document solutions to your unique organizational needs.



### High-Speed Scanners

UBEO has high-speed document scanners for back-file scanning and workflow processes.



### Production Print Systems

UBEO offers production print systems to support retail printers, internal marketing departments, and data centers.



### Off-line Finishing

We also offer robust off-line finishing options such as slitter/cutter/creaser and full-bleed booklet making systems.



### Wide Format

UBEO offers wide format printers for high-art, engineering applications and more.



### Interactive Communications

We offer interactive communication devices to support seamless connectivity within your organization.

**RICOH**

**xerox™**

**Canon**



KONICA MINOLTA

**KYOCERA**

**Lexmark™**

**Docuware®**

**PaperCut®**

**Laserfiche®**



MaxxVault™



All brands not available  
in every marketplace



**Ask about our eco-friendly recycling programs!**

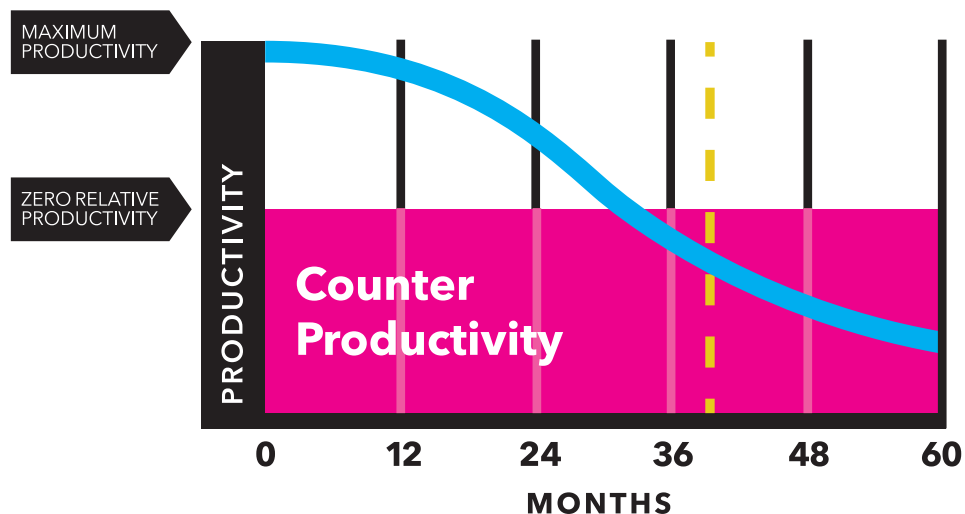


# Manage Rental

Our unique acquisition strategy provides the benefit of low monthly payments and the flexibility to adapt to your changing needs.

## Why Rent?

Owning business technology long term is a negative value proposition. Office machines are disposable. They have a limited shelf life. Over time, repairing machines becomes more expensive than the cost of buying new. Renting provides you with the lowest cost of ownership and still gives you the ability to upgrade to newer technology as your business grows.



*This graph represents the performance of current devices versus changes in technology over time. Newer products are better, faster, and more practical as technology evolves. Holding on to equipment for the full term of an agreement has a negative value correlation versus refreshing your print fleet every few years.*

# The Benefits of Renting for Your Organization



## Lowest Cost of Ownership

Renting from UBEO allows your organization to finance equipment over the longest possible term without the penalty of rollover upon renewal. This also means you are not stuck with the same equipment for the full term of the contract. The **U-Manage Rental** provides the most flexibility with the lowest cost possible.



## Flexibility to Change Out Equipment

We have negotiated unique terms with our financing partners to allow our customers to be able to change equipment if necessary.



## No Penalties for Changing Needs

When you rent from UBEO, you are purchasing an agreement, not a serial number. This allows us to change your devices as needed to reflect the changes in your organization. Whether the change is an increase or decrease in volume or simply changes in application needs, UBEO allows flexibility without incurring additional fees for the change.

## Full Functionality Guarantee

UBEO guarantees the **FULL FUNCTIONALITY** of all equipment for the life of the agreement. If a piece of equipment fails to meet full functionality capabilities, it will be repaired or replaced for the duration of the agreement.

# Business Technology Assessment

We provide an assessment that gives you visibility into your organization's user challenges and document expenses.

## A Level Above

Many vendors in our industry will offer to perform a technology assessment. Most competitive assessments consist of meter collection and a like-for-like replacement strategy.

**UBEO is different.** Our assessment seeks to uncover opportunities to improve your team's relationship with their supporting technology. We seek to streamline your team's workflow and to optimize your business document systems. Our findings will result in a solution that is the best mix of performance, cost and usability.

## Your BTA will help you:



Understand your Organization's Unique Document Workflow



Get a 360° View of all Document Related Expenses



See Employee Challenges and Areas in Need of Improvement



### Introduction

Our process begins with an introduction meeting so all stakeholders can understand the process and requirements.



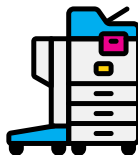
### Walk-through

We perform a walk-through of your environment collecting data on your needs, equipment usage and user workflow.



### Findings

We compile the data and produce findings giving you a 360° view of your current situation, spend, and opportunities for improvement.



### Recommendations

We make recommendations based on our findings to meet the needs and goals of your organization.



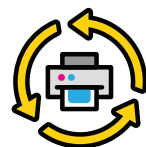
### Implementation

Our team of expert integrators will implement your solution with virtually zero interruption to your organization's daily operations.



### Account Review

We provide regular account reviews to stay ahead of changing needs, user needs and performance expectations.

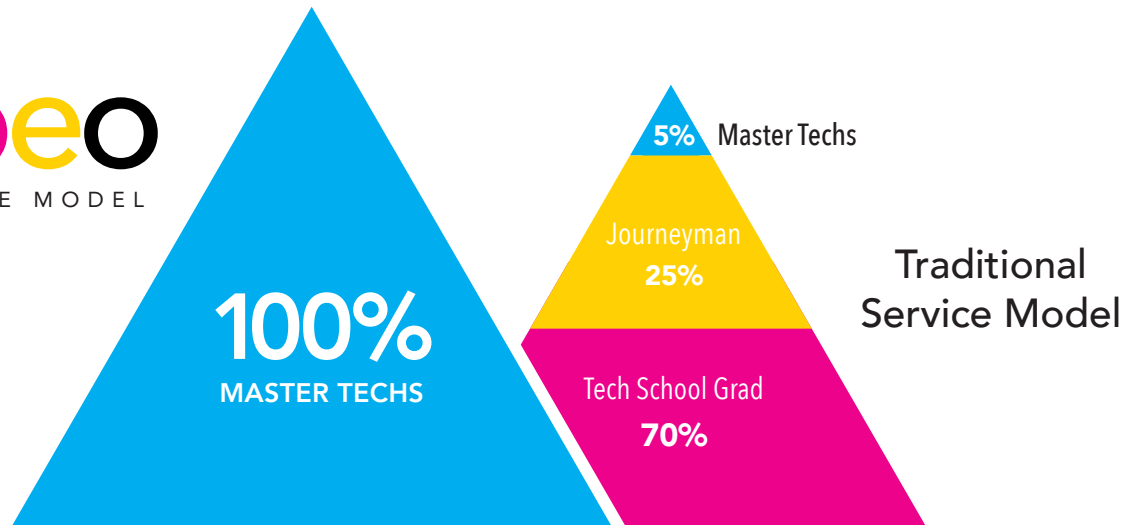


### Equipment Refresh

Between 36 and 48 months, we will refresh your fleet to avoid counter-productivity and provide the highest value for your investment.



# 100% Master Technicians is a commitment to our customers.



## Master Tech

- 10-20 years of experience
- High pay-very proficient
- Top of training class
- Almost no reschedules

## Journeyman

- 6-10 years of experience
- Can fix most issues
- Better reschedule rate

## Tech School Grad

- 1-5 yrs. out of technical school
- Low pay to keep labor costs within standards of revenue %
- High reschedule rate

## Our Service Model vs. Our Competitors

The most common complaint we hear from perspective clients is, "They never fix the machine on the first call!" Most office copier vendors hire inexpensive, inexperienced trade-school grads that have no real-world experience.

## First Call Fix

UBEO hires **ONLY Master Technicians**. Every tech that services your account is an expert. We measure our success based on our **First Call Fix Rate**. This means that your machine is fixed on the first call.

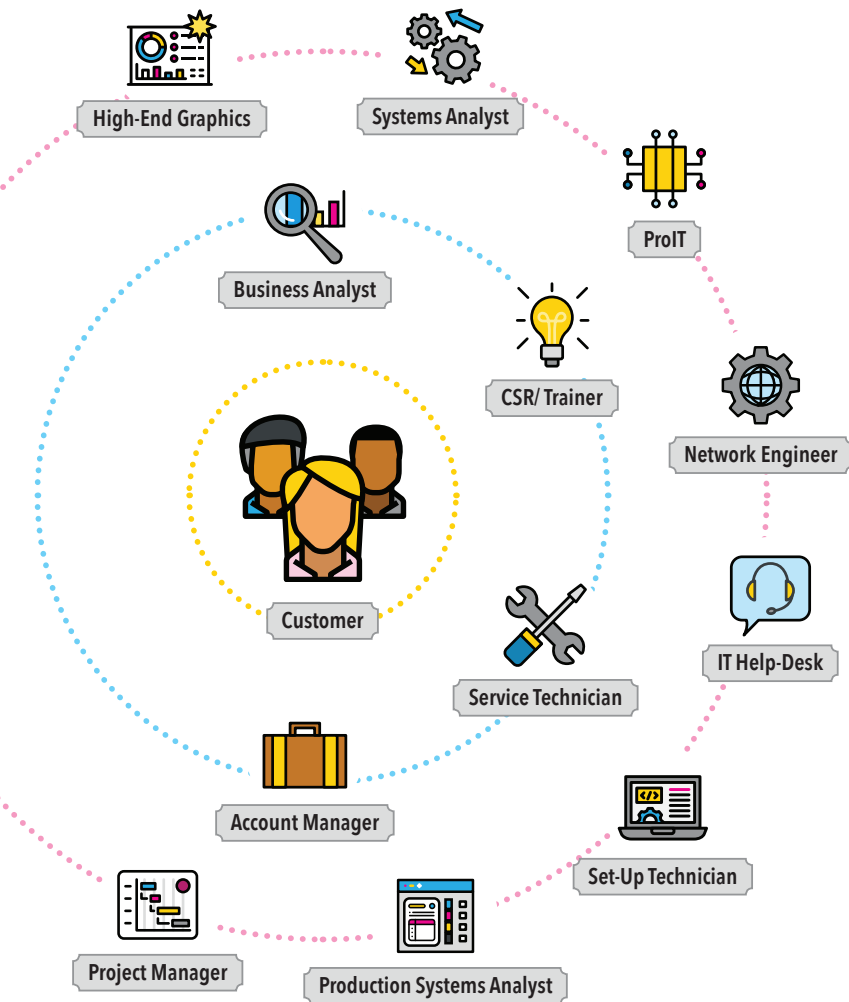
# Master Technicians



## Our Fleet is Getting Larger

We make decisions with a “customer first” mentality. We now exclusively purchase larger service vans instead of the smaller Scions. While the expense of operating these vehicles is greater, our technicians are able to carry more parts with them, reducing the number of trips to the warehouse for replacement parts. This improves our **First Call Fix Rate** and gets you back up and running faster than ever before!

# Goodbye Vendor, Hello Partner!



## Big Enough to Matter, Small Enough to Care

Nothing is more important to us than your experience with our team and our technology. Your Account Manager is there to ensure that we are exceeding your expectations in every way possible. Your local team is empowered to make the best decisions for your account supported by a nationwide team of experts.

## National Reach

Being big isn't a value in itself. For many companies, it is a disadvantage. For UBEO, being big means we can extend more value to our customers through a multitude of manufacturers and software providers. It also means we have experts from many different markets that are ready to support any account. Our size delivers flexibility in choice and the expertise to do what others cannot.



## Local Touch

As we grow, we are committed to maintaining a customer-centric company. Our customer first, employee second, company third decision making philosophy ensures your account manager and local leaders retain the ability to make the best decisions for your team.



# Your True Value

**99%**  
SYSTEM UP-TIME

**34%**  
IT HELP DESK  
RESOLUTION

**94%**  
FIRST CALL FIX RATE

**97%**  
CLIENT RETENTION

## System Up-Time

Systems installed and serviced by UBEO have operating levels above 99%. We accomplish this through expert technicians and preventive maintenance. Over 99% of the time, your team will not experience functional issues.

## IT Help Desk Included

If your equipment does malfunction, your first line of support is our IT Help Desk. Our Help Desk team members are experts in IT and do nothing but solve equipment related issues. 34% of our service calls are solved remotely with an average call time of 8 minutes.

## 100% Master Technicians

If an on-site Master Technician is required, you will receive a call from the technician within one hour giving you an ETA. Our typical response time is less than 2.5 hours. 94% of the time, the device is back to full functionality before the technician leaves your office.

## Unmatched Customer Loyalty

For all of these reasons and more, UBEO holds a 97% client retention rate. Once you experience a UBEO partnership, you will no longer settle for anything less than the greatest value in the office technology industry.

## Additional Value - Unlimited User Training

UBEO offers unlimited user training with every rental agreement. User training eliminates service calls as well as ensures your team will fully utilize all of the capabilities your solution offers.

# Customer Satisfaction

A local, financially strong, and nimble company that responds quicker by having ample inventory of parts, supplies and equipment.



## Third Party Survey Partnership

Our leadership team wanted our service survey to provide valuable customer insight and feedback to help us improve our customer experience. Instead of developing our service survey internally, we enlisted the help of a third party survey company. Their experts helped UBEO craft questions designed to get the most accurate representation of our customer experience.

From this feedback, we make improvements to our business processes every day. This is one more way our company is committed to providing the highest level of customer experience in our industry.

## SERT - Service Emergency Response Team

Over 99% of our surveys come back with positive messages, but we are not a perfect organization. Occasionally, we have an experience that does not meet the customer's expectations.

When a respondent submits a survey saying they are "unlikely or very unlikely" to recommend our company, the SERT goes into action. An alert is sent to our President, the VP of Service and the Service Manager of the Servicing Technician with the survey attached. Within minutes, our management team is uncovering what went wrong and how we can rectify the situation now, and in the future.



## Our Inspiration: Secretariat

Secretariat gave the finest performance of his career at the Belmont Stakes. He completed the race in a record 2 minutes and 24 seconds, winning by a record 31 lengths. This is our inspiration. Our goal is to outpace our competitors by providing an unrivalled customer experience.

Our customers rated us an average of 4.8 out of 5 stars in more than 20,000 surveys.



"Every person I have worked with at UBEO has gone out of their way to make sure we are getting the best services and the best bang for our buck! Super helpful and kind staff!!"

- Conner from Halftime Institute



"Your representatives were excellent providing fast service & communicated what they were doing very well."

- Javier from The City of Fort Worth



"Our service techs know our equipment well and resolve issues on their first visit. Calls for support are quick and efficient with equipment IDs clearly labeled on all devices within our office - no hold queues or off-shore support centers when we call for support, which is great!"

- Lenny from National Farm Life Insurance



Elevating stone to a fine art.

"UBEO responds quickly, they are kind and courteous, and always able to help. Every time I have called them with technical issues, they have been able to resolve it quickly and efficiently, keeping our office on track. "

- Kay from Aria Stone Gallery LLC



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