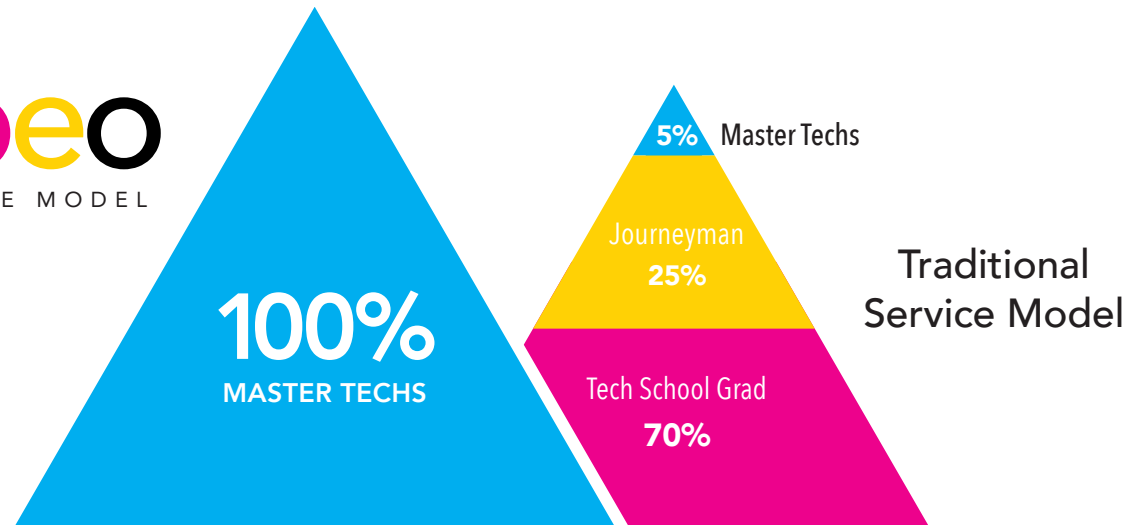


100% Master Technicians is a commitment to our customers.



**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!