

RAPID RESPONSE

97% SLA compliance



*When you need us, you need us to respond.
With national coverage and local support, our dedicated helpdesk team are ready to allocate an expert engineer to your call, getting your printers back in business in no time...*

From a 4hr on-site response to a Next Business Day workshop repair, you can be sure we'll meet your SLA targets.

With over 15 years experience and 70+ engineers strategically located throughout the UK and Europe, supported by a Dedicated Helpdesk Team, we offer truly Nationwide coverage delivered through a single point of contact in our 24/7 global technical assistance centre. Our experienced field engineers are on hand 24/7 to provide an efficient and responsive multi-vendor support solution for our channel partners and their end-user customers, and hold the necessary accreditations in leading-edge technologies and legacy equipment to enable NCM to professionally support your business.

Each month NCM are "mystery shopped" by an independent monitoring agency following our service calls to ensure customer satisfaction across the whole service experience.

These calls assess the engineers technical competence, the professionalism of the engineer and the help desk experience, if we met the expected timing or SLA of the call, and customers are asked to give a rating on their overall opinion of the experience. Our scores in all areas average over 95% showing that NCM deliver excellence in service.

Our UK leading support ensures quality of service delivery, improved uptime and network availability, increased operational efficiency and reduced costs. With IT support services across all major technology platforms, networks and vendors, NCM ensure fast resolution time through their field-based technical teams.

To find out how NCM can offer you 24/7 support for your printer fleet, exceeding your SLA expectations, and keeping your business printers running, email us now at sales@ncmltd.co.uk or call us on **08000 928 001**



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