

# Service

## ON SITE TECHNICAL ASSISTANCE

We offer on site technical experts to assist in troubleshooting and maintenance. Our goal is to keep your office running and efficient.

- 50 technical service employees, certified by every manufacturer we support
- Assigned coverage areas to gain familiarity with your company, personnel and workflow
- Equipped with a full stock of parts
- Laptops ensure easy download of drivers and firmware upgrades for quick resolution

## BUSINESS EQUIPMENT SERVICES INFORMATION

Business Equipment Services Information (BEI) is used to measure and create benchmarks by comparing nationwide industry statistics. This information is very valuable to both our service department and our customers. It is with this information that we are able to monitor and compensate our technicians. Because let's face it, the more copies you make on your devices without seeing a technician the more efficient your office becomes and less often we have to visit, we both win!

## CUSTOMER CARE CENTER

Our customer care center is our first line in support and provides real-time access for hardware, connectivity assistance and document software support.

- Remote assistance capability for more accurate troubleshooting
- Experienced and certified customer care center technicians
- Support assistance for hardware troubleshooting, software configuration, remote installations, pre and post-sales

## NETWORK AND DOCUMENT MANAGEMENT SERVICES

We have a team of specialists that take a consultative approach to fitting your office and workflow with the optimum solution.

- Design, install and support complex network infrastructures
- Network Certified technicians experienced in a variety of platforms
- Create personalized, easy-to-use software applications to provide solutions

## CUSTOMER TRAINING

We provide training customized to fit your needs.

- Pre-sales, installation, post-sales as well as refresher courses.
- On site training for key groups based on workflow needs.
- Advanced training for IT, color specific or software related.

Service



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**QUALITY**  
BUSINESS SYSTEMS

A Xerox Company

## SERVICE GUARANTEES

- 95% Guaranteed uptime promise
- 4-Hour response time
- Upgrade assurance
- Loaner machine policy
- On-going customer satisfaction

## IMMEDIATE SUPPORT

- Visit our website to view our Xerox Knowledge base for answers to a variety of software and hardware related issues.
- Subscribe to our YouTube channel [TheNorthwestGroup] to see a growing selection of solution videos.
- Place a service ticket by phone or on our website.

## REMOTE METER COLLECTION

Automate and simplify meter reading activities, reducing manual intervention and delivering accurate results. The non-invasive application automatically creates a snapshot of all networked and non-networked devices in a matter of minutes:

- No cost to the customer - no hidden fees or administrative charges
- Collects copy/print/scan/fax/color meter data from networked and non-networked devices.
- Interactive reporting tool that includes device location, serial number and page counts
- Helps you comply with HIPAA regulations.
- Set thresholds to automatically order supplies when necessary.



We provide a total solution to maximize productivity and make your workflow more efficient.

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