



The printer repair specialists

**NCM**





## Company Information

- **NCM** specialise in the provision of printer, plotter and scanner support services in the UK. We offer a reliable repair & upgrade service for **ALL** your printer equipment new and old. We cater for business customers only. Our aim is to ensure we minimise downtime and disruption and repair your equipment so you can get back to the day to day tasks efficiently & effectively
- **NCM** cover the entire UK. With NCM service engineers based throughout the UK ,Our aim is to offer a fast, responsive printer support service tailored to your individual needs. This may be from a basic mono printer to a colour laser printer. Not all businesses can afford to have a dedicated IT function on site 24/7. Our aim is to offer a complete outsourcing of this requirement. Ultimately becoming your own IT department.

- **NCM support Major blue chip companies in the following areas**

•Banking



•Retail



•Distribution

•Manufacturing



•Local authorities

•IT Providers



- **NCM** Maintain nearly all printer, scanner and copier manufacturers, these include Lexmark, Canon, HP, Xerox, Tally and many more
- **NCM** and its sister company in Australia **NCSS** use pooled knowledge and experience to provide our customers with a service above their expectations. National Computer Systems & Services (NCSS), is a company that has been servicing the IT industry for over 20 years.



## Conversant System

- **Conversant management system** is an in house written software package that NCM and NCSS use to manage service calls from start to finish. This unique system that tracks calls, parts and engineers from the time the call is logged until the faulty part is returned.
- Calls can be logged over the phone through our helpdesk, via the web, by sending a preformatted email or even live on the system.
- The calls are then screened by tech support and if an engineer is required, or parts need to be despatched, the system allocates these to the appropriate department
- Engineers can update via phone, text or the smart phones App, from site, this enables real time tracking of the calls
- Managers can track calls with their graphical interface that will highlight any problems or problem areas
- Customers can view their calls real time via the internet
- Parts are tracked from despatch to when they are returned and calls cannot be closed until the parts are returned
- Automated WOA (work order authority) Where a call is deemed chargeable the system will automatically request an order number from the client to proceed
- Ability to track serial numbers and machines to enable quick diagnostics of common issues and rectifications to ensure better service
- Reporting is available to our clients in the format they would prefer through Query Wizard



# Service Level Agreements Customer Satisfaction



## Service Level Agreements

- **NCM** offer several service levels to our customers
- 4+4
- 8+8
- NBD
- All service level agreements are available 24 x 7
- Our standard SLA is 8+8 Monday to Friday 8.00am to 6.00pm
- Our customers are always issued with reports on SLA achievement each month
- Our current overall SLA achievement is 98% and has been at this level for the last 9 years and we pride ourselves on this achievement
- Our normal helpdesk is available between 08:00 18:00 Monday to Friday Calls can still be logged out of hours via the extranet or email
- For our 24 hour customers we use a follow the sun system between our offices in Australia and the UK where calls can be logged.

## Customer Satisfaction

- **NCM** Measure customer satisfaction in several ways
- All end users are called back within 24 hours of a completed call to check that the customer is satisfied with the engineer visit and the repair
- Regular meeting with our clients to make sure that they are not only satisfied with the service they receive but to also see what we can do to improve the service.
- NCM engineer are always told to go the little bit extra with our customers whether this be personally calling them to check on a repair they have done or by training a customer in the correct use of a machine to avoid any unnecessary calls being logged



## Logistics



**NCM** Main store is located in Telford

- 90% of all stock is shipped to Telford
- 15% of all contract revenue is spent on parts up front to ensure SLA achievement. This stock is recommended by NCM tech support and based on the type of equipment to be maintained, the typical failure rate and the availability. It covers parts and complete swapout units.
- All stock is managed by catalyst for levels, reordering, allocation and returns
- Automated reordering requests sent to department heads for Authorisation
- Current stock includes over £250,000.00 in parts and over 300 printers ready for despatch.
- Parts can be ordered and shipped for next day delivery up to 17:30
- Urgent parts are often sent with logistics staff to engineer when required
- All faulty or used parts are despatched back to Telford on a weekly basis these are then sent into the workshop facility to be repaired or disposed of.

### Remote Stores and Engineer Flight Kits

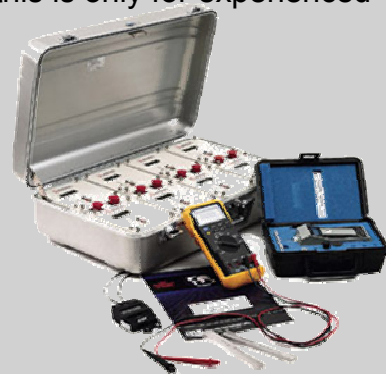
- NCM uses 15 remote locations to store larger parts that the engineers may require to meet SLA. These are located around the UK
- NCM engineer are fully stocked with parts to enable a first time fix, their flight kits are based on their location and the equipment that is under contract in that area. The parts are decided and updated by Tech support and engineers can also request parts that they believe they will need to keep in the flight kits.
- All remote stock is updated weekly.





## Field Service Engineers

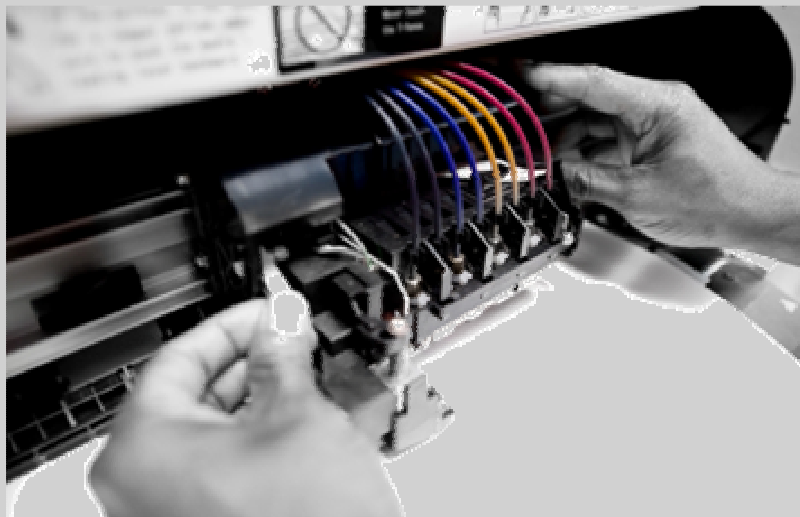
- **NCM** currently employ 20 field service engineers on a full time basis and 5 part time engineers.
- Engineers are located all around the UK to provide the best possible response for our customers.
- Engineers are expected to follow our company guide lines whether dealing with customers or fellow staff members
- Engineers are all provided with company cars, laptops, tools, spares and have allowances for phone and internet access.
- Engineer laptops are loaded with the NCMTECH web system that is used to keep engineers up to date with service manuals, firmware information/files and technical notes.
- Engineers are allocated their calls primarily by phone, but can be also notified by text and email which is confirmed when received. They can update their calls via phone, email or our crimp system which uses a simple text code to automatically update the system without the need to call in.
- Technical support is available from Telford but also engineers are encouraged to speak with one another on technical matters and share knowledge.
- On all site visits the customer is asked to sign a CSR form once the work is completed, the engineers then send these back to Telford where they are stored.
- Engineer calls are allocated by area and priority. We aim to be on site ASAP irrespective of the contracted service level agreement.
- Engineer training is performed in house, externally and via the internet using the training interface. On site training is only performed for new engineers to ensure that they understand the procedures that NCM follow. The customer is pre warned of this before the call is attended and this is only for experienced engineers.





## Workshop Service


- **NCM** has its workshop based in Telford. It is not only used for the repair of field returns but it is also used as a facility for our customers offering the following services:
  - Bulk Printer Repair
  - Printer exchange for smaller inkjet based printers
  - Fault rectification and component re-design
  - Quick turn around on all repairs








## A Greener Future



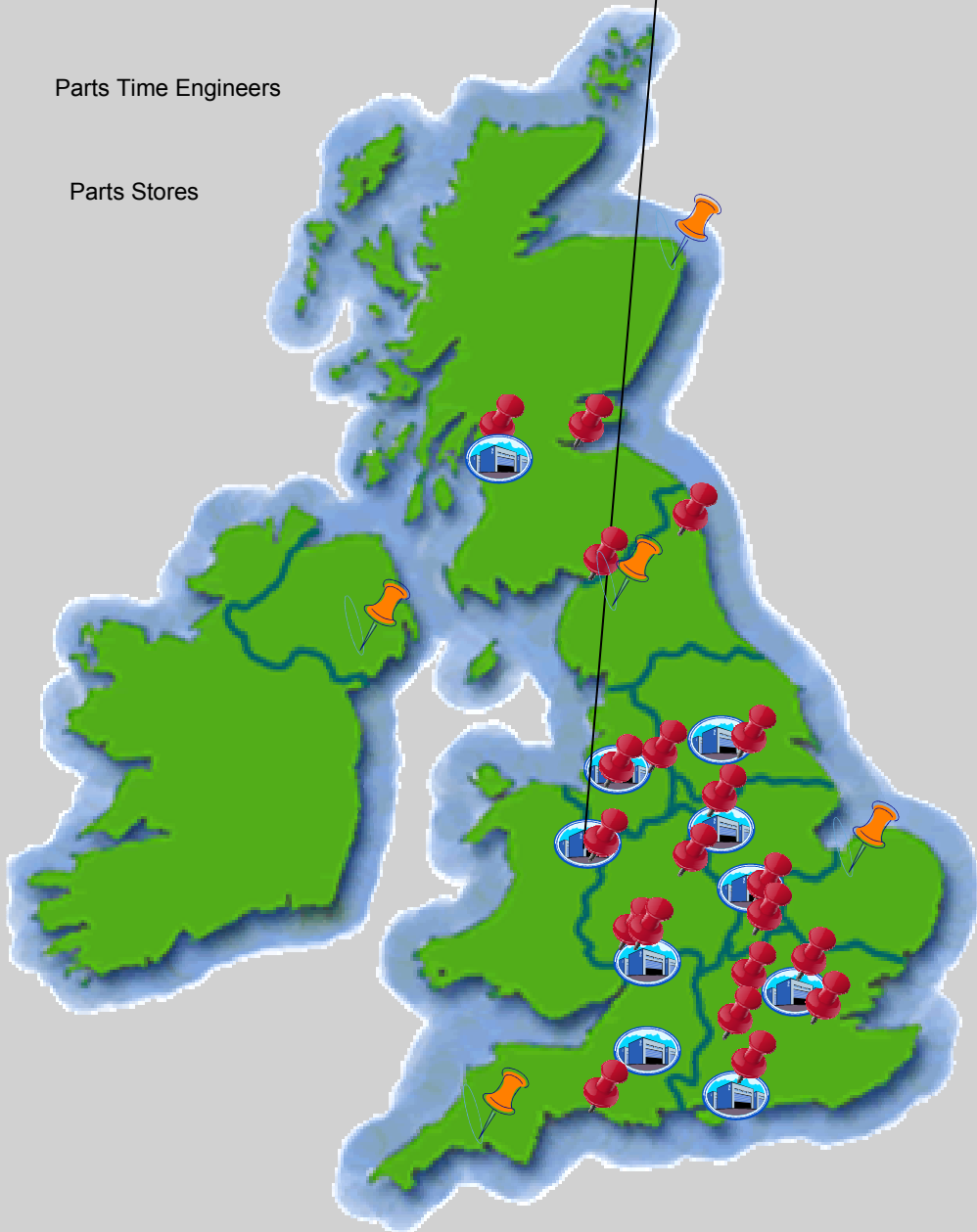
- **NCM** has committed itself to a greener policy and is actively seeking and implementing new ways to achieve this. Here are some of the ways that have helped reduce our waste and fossil usage over the last 4 years.
  - Our company car policy was to adopt a greener attitude to vehicle purchase and use. Since this policy was introduced we have replaced our engineer and stores fleet with Hybrid vehicles. This has not only reduced our carbon emissions but has reduced our fleet running cost.
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- A small image of a silver hybrid car, likely a Toyota Prius, shown from a front-three-quarter view.
- Our workshop facility has enabled us to repair more than 80% of parts that are returned faulty, this enables us to reduce the amount of waste produced from our repairs and also has a great financial saving for NCM and our customers.
  - When disposing of components or printers NCM ensures it complies with WEEE directive and that any company we use for disposal also complies with the directive. NCM does use external companies for disposal..
  - Our logistics team recycle all packaging material wherever possible. We have seen a reduction of 75% in packaging materials required over the last two years.



## Locations

-  Engineers
-  Parts Time Engineers
-  Parts Stores

Networked Computer Maintenance  
Unit D5 Hortonwood 7  
Telford Shropshire  
TF1 7GP





## Contact Information

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