



PROFILE: BUSINESS TECHNOLOGY AS USUAL AND BETTER

THE TOP 25 EAST TEXAS COPY SYSTEMS/DATAMAX BUSINESS ALIGNMENT AREAS.

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fans®

 		DATAMAX ARKANSAS	EAST TEXAS COPY SYSTEMS	DATAMAX TEXAS	
CORPORATE	#1	PRIVATELY OWNED & OPERATED COMPANY	✓	✓	✓
	#2	LOCAL DECISION MAKING	✓	✓	✓
	#3	COMPANY OWNED IN-HOUSE LEASING DIVISION	✓	✓	✓
	#4	CORPORATE ORIGINS: OVER 60 YEARS IN BUSINESS	✓	✓	✓
	#5	BETTER BUSINESS BUREAU (BBB) A+ RATING	✓	✓	✓
SYSTEMS	#6	E-AUTOMATE/E-INFO ERP BACK-OFFICE SYSTEM	✓	✓	✓
	#7	CONNECTWISE IT SUPPORT TICKET SYSTEM	✓	✓	✓
	#8	FM AUDIT DEVICE MANAGEMENT SYSTEM	✓	✓	✓
	#9	IMAGWARE REMOTE DEVICE MANAGEMENT SYSTEM	✓	✓	✓
SOLUTIONS	#10	CANON AUTHORIZED RESELLER	✓	✓	✓
	#11	LEXMARK AUTHORIZED RESELLER	✓	✓	✓
	#12	DELL AUTHORIZED RESELLER	✓	✓	✓
	#13	MICROSOFT GOLD PARTNER	✓		✓
	#14	MANAGED NETWORK SERVICES PROVIDER	✓	✓	✓
	#15	MANAGED PRINT SERVICES PROVIDER	✓	✓	✓
	#16	DOCUMENT/CONTENT MANAGEMENT PROVIDER	✓	✓	✓
	#17	IT CONSULTING/PROFESSIONAL SERVICES	✓	✓	✓
SERVICE & SUPPORT	#18	CANON ATSP NATIONAL SERVICE RECOGNITION	✓		✓
	#19	PROACTIVE NETWORK SUPPORT APPROACH	✓	✓	✓
	#20	ONE CALL/NO TRANSFER CLIENT SUPPORT APPROACH	✓	✓	✓
	#21	SERVICE METRICS: RESPONSE TIME (IN HOURS FOR 2017)	3:29	3:56	2:49
	#22	SERVICE METRICS: RESPONSE + RESOLUTION (IN HOURS FOR 2017)	4:43	4:46	4:09
	#23	SERVICE METRICS: FIRST CALL COMPLETION (IN% FOR 2017)	85.7%	81.2%	91.4%
	#24	NET PROMOTER SCORE® (SINCE 2013)	91.6	95.7	91.8
	#25	CLIENT RECOMMENDATION SCORE (ON A SCALE OF 1-10 – SINCE 2013)	9.68	9.82	9.65

CORPORATE AS USUAL

Local, privately-owned roots. Longevity. A rock-solid “word of mouth” reputation. These are critical factors at play in your decision to do business with East Texas Copy Systems, and rightfully so. ETCS transitions to Datamax with these dynamics squarely in mind. Both companies share the same corporate standards – from private ownership to the flexibility of in-house leasing to their A+ BBB rating – and are aligned in our core company values, laying a common foundation for best-in-class business technology.

SYSTEMS AS USUAL

Critical daily processes, often at work hidden in the background, provide the backbone of managing your copier or IT infrastructure. You can rest assured, the systems in place that help support your technology, from service dispatch to invoicing to IT remote support, will remain virtually unchanged. By utilizing the same back-end support tools like FM Audit, Connectwise and E-Automate, we ensure a fully streamlined management system.

SOLUTIONS AS USUAL

At East Texas Copy Systems, we find value in long-term partnerships, not merely moving products. That’s why we’ve developed a wide breadth of solutions that truly empower your business going forward. With Datamax, you can continue to expect a partner that stands by your organization well beyond the transaction, and evolves alongside your changing needs. A robust technology portfolio encourages a holistic, comprehensive approach to helping you focus on your business – we’ll focus on your technology.

SERVICE & SUPPORT AS USUAL

A business technology provider’s “word of mouth” reputation often rests on the answer to a simple question: “When can I expect a technician?” In other words, the most advanced technology solutions are of little value without seamless, responsive support. The metrics displayed on the opposite side of this page speak powerfully to not only the level of service you should expect, but to the unyielding effort behind our service commitment to you.

...AND BETTER...

It’s not what’s in a company name, be it East Texas Copy Systems or Datamax. It’s who. Among our collective employees, we believe in investing in training and certifications designed to ensure our team is fully equipped. For you, the customer, we aren’t satisfied with you just being satisfied. Creating Raving Fans® is the foundation and the “soul” of Datamax Inc.!