

9.8

"When asked, "how likely would they recommend Datamax to a friend or colleague," our customers gave us an average score of 9.8 in 2020."

Actual Net Promoter Score[®]: 94.1



Relevant Technology · Raving Results[®]

So what's it mean to be **covered** by Datamax?

At Datamax, we cover a whole lot of ground when we exclaim "*we've got you covered!*" As a premier technology provider for sixty years, we believe we've covered all the bases in offering the very best empowering technology solutions and services. The kind of empowerment that enables our clients with the all-important "*freedom to focus*" on managing their business—not their technology. **If you'll let us, we'd like to share the following top seven areas we think your organization can benefit from being covered by Datamax.**

- 1. Training** ... Offering the latest in technology innovation and responsive support requires commitment. You can count on a continued investment in the very best training, certification and resources to help our employees help you succeed.
- 2. Experience** ... We've exhaustively canvassed the technology landscape and are excited to engage you with the entirety of experience and know-how we've learned over time.
- 3. Assessment** ... Through a cover-to-cover discovery approach, we'll identify and assess your needs and develop recommendations that are aligned with core business objectives—maximizing valuable technology budgets and technology results in the process.
- 4. Continuity** ... We'll protect and propel you with the very best practices, thinking, and technology to ensure a level of operational continuity that covers your back and your business.
- 5. Responsiveness** ... Leveraging analytics (*Raving Fan Metrics*), our staff is focused on providing the most responsive support for the widest array of technology needs in the markets we serve.
- 6. Resolution** ... As your partner, we'll be upfront, proactive and responsible for reporting all the details of any incident, situation, or challenge (*or success*) and will resolve any issue on the very first call.
- 7. Support** ... Finally, as a single-source provider, we'll overlay your entire technology infrastructure, from IT to MFP's, with the industry's most comprehensive portfolio of managed support services—proudly called **MaxCare[®]**.



To learn more about **MaxCare[®]**, please visit us at www.datamaxarkansas.com. We'd love to visit! **Get Covered. Get Datamax.**

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