



**SmileTEC** serves our customers with years of expertise, commitment, responsiveness, and support from our manufacturers. From our Help Desk, to our service technicians in the field, we provide our customers with unmatched service delivered on time. In addition to performing emergency repairs, Smile offers monthly service contracts tailored for any size copier and printer fleet.

## Expertise

Since opening its doors in 1997, Smile has invested significant resources in training our service technicians and providing them with the latest technological tools.

All Smile technicians are factory trained at the highest levels on the equipment that they service. This level of training combined with an average service experience of 22 years means that your MFP issues will be resolved on the first visit. Smile is a five time recipient of the Sharp Platinum Service Level Provider Award, the most distinguished service award from Sharp.



## Commitment

Office technologies today have varying capabilities and applications. Smile technicians are committed to understanding your unique needs and working with you to achieve your technology goals.

By maximizing the abilities of your MFP and giving you peace of mind, your company can run more productively.

## Responsiveness

When your equipment is down, Smile responds. Smile has guaranteed its customers an average emergency response time of 2 hours as well as an average overall response time of 4 hours on all service calls. In each and every quarter since Smile's inception, this response promise has been kept. We will continue to maintain this high level of responsiveness because we know you rely on your equipment today more than ever before.

## Help Desk

Besides being known for their friendly disposition, Smile's dispatchers are trained to route your call to the technician who can resolve your issue as quickly as possible, either in the field or with our Help Desk. Our Help Desk is staffed not only by factory trained technicians, but also by Certified Network Engineers. Our ultimate goal is to get your back up and running ASAP!

## Time and Materials

Smile services any and all makes and models of copiers, faxes, printers, scanners, and MFPs at competitive rates. Our technicians will evaluate the repairs necessary and assist you in determining whether it is more effective to repair or replace your equipment.

## Maintenance Programs

Smile also offers all-inclusive maintenance programs that include parts, labor, toner, and unlimited access to our Help Desk, all at low monthly rates.



Sacramento Valley • Central Valley • North Valley  
North Bay • East Bay • Central Coast • Western Nevada

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