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MEET OUR GUESTS!

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CHALLENGE #1

TODAY'S WORKFORCE

- Service managers in the office technology copier printer space are currently encountering various challenges with today's workforce.
- A prominent issue is the shortage of skilled workers in the industry.
- Given the rapid advancement of technology and the increasing complexity of copiers and printers, finding technicians with the necessary skills to service these machines is becoming increasingly difficult.

How has your company been addressing this challenge?

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CHALLENGE #2

CUSTOMER EXPERIENCE

Customer experience is crucial when it comes to service and maintenance.



How does your company prioritize the customer experience in these areas, and what measures have you implemented to ensure customer satisfaction?

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CHALLENGE #3

QUALITY SERVICE

Equipping technicians with the right tools and resources is vital for delivering quality service.

How does your company ensure that technicians have access to the necessary tools and resources they need to perform their tasks effectively?

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CHALLENGE #4

REIMAGINE SERVICE LEADERSHIP

There are several opportunities for service managers in the Office Technology space to reimagine how they serve technicians in the field and their clients. Some of these opportunities include:

- **BUILDING RELATIONSHIPS:** Regular visits by service technicians can help build strong relationships with clients. These relationships can open new sales opportunities and aid in retaining existing clients.
- **CROSS-SELLING AND UPSELLING:** Service technicians can identify opportunities to cross-sell or upsell products or services while on-site with clients. For instance, while troubleshooting an issue with a printer, technicians can recommend an upgrade to a newer model or suggest adding additional features that clients may find useful.

How has your company been addressing this challenge?

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CHALLENGE #5

PAPERLESS OFFICE



While the paperless office that we've all been told is coming could be decades away, we have seen a reduction in print volume and the pandemic seemed to accelerate this decline.

- We're still not back to 2019 volumes and I don't think we'll ever be.
- Customers find ways to print less so we need to look at other avenues as sources of revenue.

How has your company been addressing this challenge?

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CHALLENGE #6 – AI in the Field



ARTIFICIAL
INTELLIGENCE



ChatGPT

Will ChatGPT....

- Help technicians with troubleshooting.
- Help look up error codes & suggest fixes.
- Give instructions on how to get meter readings on all types of printers.

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