



Bell and Howell SERVICE ORGANIZATION

THE TEAM BEHIND THE CUSTOMER SERVICE ENGINEER (CSE)

There are literally hundreds of people and dozens of systems that work behind the scenes to support the Bell and Howell technicians that keep you up and running. So, let's meet these people and their tools... starting with the CSEs.



CSE - CUSTOMER SERVICE ENGINEER

Nearly 600 field service personnel worldwide

Experienced: **> 14 YEARS TENURE**, on average

On average **15-MINUTE** telephone response

On-site response within **2 HOURS**, on average

CCC - CUSTOMER CALL CENTER



1st level U.S.-based customer support

24 x 7 x 365 availability

Live telephone assistance within 20 seconds, on average

Auto-escalation for rapid resolution



TSE - TECHNICAL SUPPORT ENGINEER

2nd and 3rd level field support

Available **24 x 7 x 365**

Provides on-site support as well as phone support through the Technical Assistance Center (TAC)

Highly-skilled **> 20 YEARS TENURE**, on average

Equipped with documentation and remote systems that access the customers' machines

Resolves **98%** of the issues

PROJECT MANAGER



COORDINATES moves and installs, software and hardware updates, logistics and training

Single point of contact for the project



TRAINING CENTER

Hands-on training with live products

Delivers over **19,000** training hours per year

Consistently ranked in the top 125 by *Training* magazine

Service personnel & customer operator training

SAP®-BASED CRM - CUSTOMER RELATIONSHIP MANAGEMENT



133K Service orders

(repair/install/preventative maintenance) per year

Approximately **600** mobile SAP® clients distributed

Provides real-time progress reporting

Manages and tracks **ALL** service calls

Backend software for mobile Service Data Automation



SDA - SERVICE DATA AUTOMATION

Custom mobile app connects CSE to entire Bell and Howell infrastructure

Approximately **600** mobile devices deployed in the field with Service Data Automation

Locate and order parts

Access documentation

Open and update service orders

Share photos and videos with TAC and TSE

REPLACEMENT PARTS

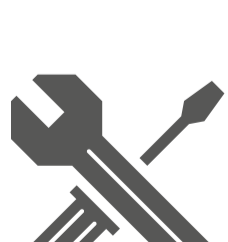


>135,000 unique product numbers shipped annually

Approximately **400** stocking locations in North America

Parts are stocked for over **70** manufacturers

Optional next flight out shipping



WE SERVICE

Bell and Howell equipment AND over 50 other brands



GLOBAL

Bell and Howell's global service organization is over 600 people strong