

BDT Launches Remote Tech – November 2009

As part of our effort to continually reinvest in our people, technology and product offerings, Budget Document Technology has launched a Remote Technician feature of our back end operating software. In the past, our technicians have had access to laptops while servicing clients to attain service and parts manual information. Now each technician is provided air cards allowing direct, immediate access to the internet. From there they are now able to log into our back end software and perform tasks such as completing a service call, dispatching themselves to the next call in their queue, attain machine histories and quickly determine parts availability.

Not only are greater efficiencies being achieved by BDT, but many client customer service benefits are being gained:

- Information regarding equipment is being recorded real-time, no longer is there a delay for back end processing of paperwork and double-entry needs
- Inventory System is on a real-time basis
- Parts availability is determined quicker and when parts need to be ordered, purchase orders are completed sooner and any return visit is quicker
- Immediate Technician access to manufacturer web sites for service information
- Increase in overall responsiveness to our client needs

Just another example of how BDT as a Maine-Owned, Independent Dealership, has become one of the leaders in the office equipment industry!