



## **COTG Builds on the Power of Support: New *OnDemand Diagnostics Center* Provides Guaranteed Live Support and First Call Resolution with Remote Web Tools**

**Live support and remote web tools help customers remain up and running during business critical hours**

BOLINGBROOK, Illinois, May 1, 2009 – Chicago Office Technology Group (COTG), a Xerox company, is making it simpler for customers to receive quality support. The company has unveiled a comprehensive program of live support and remote web tools to help customers receive the right solution during the first call.

“Streamlining the management and control of support processes in the office environment can be a source of significant cost efficiencies and productivity gains for our customers,” said Mike Martos, Director of Service at COTG. “Our job at COTG is not only to provide the best technology for managing documents but also to help our customers remain up and running in the most efficient way. It’s a logical role for COTG to play. Our new *Center* builds on our long history of commitment to support process innovation and helps our customers focus on their own operational plans.”

### **OnDemand Diagnostics Center**

To provide its customers with the best support resources possible, COTG is introducing the new *OnDemand Diagnostics Center* to the Chicago area.

- Guaranteed LIVE support provides direct access to certified diagnostic engineers and IT specialists with [no queues or automatic ticket-takers](#) during business critical hours.
- COTG’s goal, to make sure customers are taken care of right the first time, offers a new level of collaboration. Using remote web tools, [COTG performs a diagnosis during the first call](#). If an onsite visit is needed, since a diagnosis was already determined, COTG will arrive at a customers’ location with the correct resources, for a quick, no-hassle fix.
- The *Center* was designed for customers who prefer to have a live conversation with an expert. COTG [divides support into multiple levels so customers have access to a wide range of resources](#) that are dedicated to specific areas of need.
- The *Center* takes support to a whole new level. [With one-click access, COTG can remotely view, diagnose and resolve problems](#). Remote support is secure as the customer maintains complete control of the session.

### **COTG’s Progress toward No Customer Left Behind**

In 2009, COTG implemented a new value proposition for customers that makes them the focus of every initiative – including streamlining processes and procedures, selecting new technologies, training for support teams and implementing creative financial solutions. The proposition ensures that support is procured from an effective and efficient process, with continual improvements that exceed industry benchmarks.

## No Customer Left Behind Mark for Support Identification



<http://www.cotg.com/support>

“We evaluate every facet of our business to maintain a competitive edge and it was clear that redefining our customer support processes was an opportunity worth our attention,” said Terry Dixon, President, COTG. The *OnDemand Diagnostics Center* saves the customer money, improves resolution time and provides the best quality support to our customers. Plus, COTG’s *No Customer Left Behind* proposition integrates well with our existing strategy and is embraced by our employees.”

### **About Chicago Office Technology Group**

Chicago Office Technology Group (COTG) is Chicago's largest technology and services company specializing in workflow solutions and office systems. From document management to collaborative communication tools and multifunction systems, COTG provides the broadest portfolio of technology and services for companies of any size and in any industry. The company focuses on document-driven companies and industries - from healthcare organizations, manufacturing companies and legal firms to school districts and financial service institutions - spanning all types and sizes. To bring comprehensive solutions to the market, COTG partners with world-class innovators and value-added suppliers.

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