

Betco® Equipment Service

Betco
Equipment
Service

Nationwide Focus on Your Success

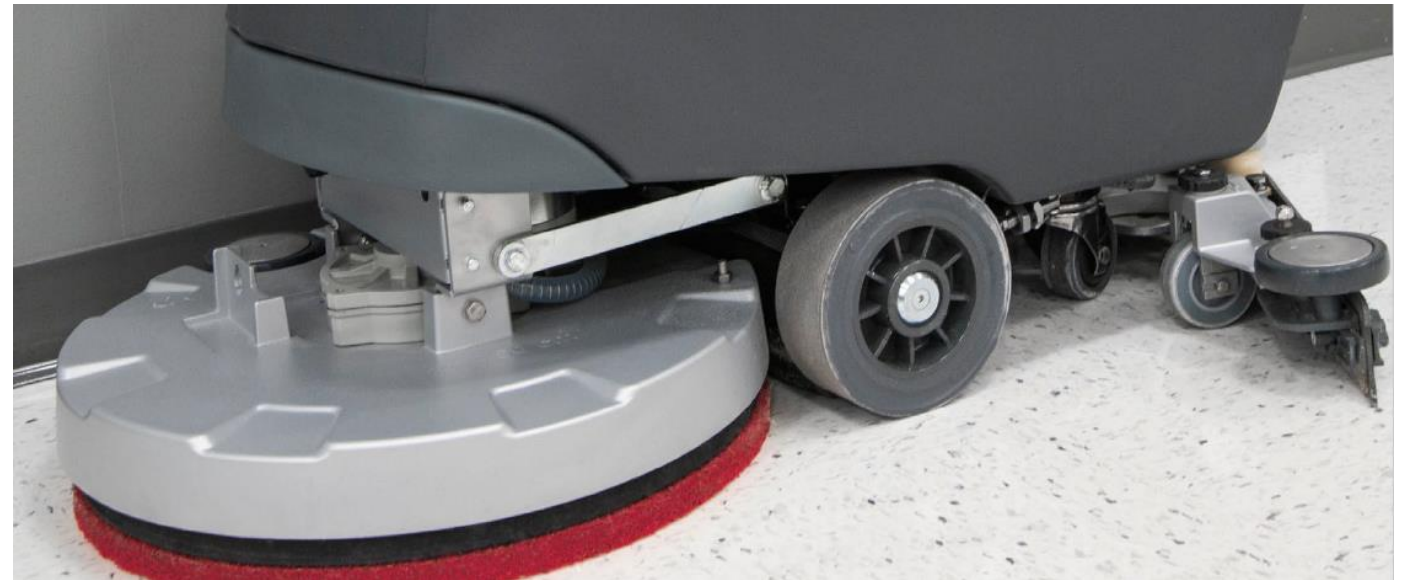


Nationwide Focus on Your Success

Service Built Around You

Pairing Betco equipment with world-class service that focuses on **maximizing uptime and asset return at the lowest cost of ownership** will...

- Increase performance
- Enhance satisfaction
- Reduce downtime
- Reduce capital and expense costs



Uptime is the Best Time

Betco customers will achieve maximum uptime through:

- High Service Coverage
 - 500+ service techs in 50 states and Puerto Rico
- Superior Service Level
 - 24/7 Service Access – Phone support: 8:00-4:30 EST
Email & web forms: After hours / weekends
 - General service: technician onsite within 24-48 hours
 - Emergency service: technician onsite within 24 hours
 - First-time completion rates of 70%
- High Quality Technicians
 - Trained and seasoned technicians
 - Measured and tracked performance metrics
 - Installation and operator training services
- PM Program Options
 - Machines kept in top condition
 - Battery maintenance only programs



Machines Last Longer

Betco customers will achieve maximum asset return through:

- Professional Machine Maintenance
 - Keep machines running longer
 - Ensure machine delivers top performance
- Asset Reporting & Metrics
 - Equipment history and cost of ownership data
 - Custom reports
- Asset Inventory Management
 - Refurbish and redeployment
 - Warehousing
 - Logistics management and movement tracking



Bottom-Line, It's Your Bottom-Line.

Betco customers will achieve low cost of ownership through:

- Warranty & General Maintenance Service
 - Many issues handled with free phone troubleshooting
 - Fully audited repair invoices
 - High first time visit repair rates
- Exception Reporting
 - Know trouble machines and locations to address higher costs
- Fixed Cost and Not To Exceed (NTE) Service Options
 - Highly predictive maintenance costs
 - Easily managed budgets and P&L's
- Full Service Lease Program Option
 - One payment, no worries
 - Move from capital ownership to managed expense



Betco Service...

...is focused on your success.

