



## THE WCC BUSINESS SOLUTIONS INSTALLATION PROCESS

We know installing a new technology solution can be stressful. That's why we wanted to share our process for a pain-free technology transition!

### THE INSTALLATION PROCESS

With every new installation, the team reviews the sales Statement of Work. Key information they are watching out for includes:

- Stairs that will have to be navigated
- Parking situation
- Whether address books may need to be transferred to new equipment
- I.T. Infrastructure information
- Contact personnel

Next, we reach out to the customer's I.T. contact and main contact to review the information and determine if a pre-site walkthrough will be necessary. If possible, we load the printer drivers remotely with our client's permission. Then when we arrive with your new copier/printer/scanner, all we have to do is plug in the power and network cable, and new copier/printer/scanner is ready for use.

### WHAT MAKES OUR TECHNOLOGY INSTALLATION PROCESS DIFFERENT?

We own the process from the moment the contract is signed, through installation, and beyond. We don't outsource to other third-party vendors the task of bringing the equipment to your office and setting it up. Our team will be there every step of the way so you have one source of contact and can feel secure that we know the process inside and out.

### BENEFITS OF THE WCC BUSINESS SOLUTIONS PROCESS

#### Little to No Down Time

Because of our pre-install process, customers typically experience little to no down-time. In fact, our customers continue printing as usual on their old equipment until the new equipment is ready to be plugged in for printing. This means customers typically experience no more than five or 10 minutes of downtime at most.

#### YOU HAVE THE TRAINING AND SUPPORT YOU NEED

We do in-depth training that covers normal activities such as printing, scanning, and copying. We also cover how to load paper, troubleshoot common errors, and make sure employees know how to engage our Help Desk for additional training or support. Most of our normal follow-up support is available at no additional charge. We also supply our customers with multiple ways to engage our support: phone support, remote support, on-site support, or on-panel demo videos for our newer model devices.

#### CONTACT WCC BUSINESS SOLUTIONS TO SEE HOW WE CAN HELP DRIVE YOUR BUSINESS



Contact us today at (727) 561-0033 for a risk-free assessment.