

We gauge our success on the results you receive.

A 40 YEAR TRACK RECORD OF SUCCESS AND SATISFIED CLIENTS WOULDN'T BE POSSIBLE WITHOUT A STRONG CUSTOMER SERVICE BACKBONE TO PULL EVERYTHING TOGETHER AND MAKE IT HAPPEN.

EVEN THE MOST SEASONED PROFESSIONALS RECOGNIZE THE COMPLEXITY AND OCCASIONAL CURVE BALLS THAT CAN BE THROWN INTO PUTTING TOGETHER AN IMPORTANT PROJECT. THAT'S WHY AN EXPERIENCED CUSTOMER SERVICE TEAM, DEDICATED TO ANTICIPATING ANY HURDLES IN SUCH A COMPLEX MARRIAGE OF RESOURCES, IS CRITICAL FOR YOUR SUCCESS.

Our employees are dedicated to providing outstanding customer service to each and every customer. Scantron supports its 300+ print facility employees with ongoing training, a defined career path, and recognition for continuous improvement in their profession.

The Customer Service Representative is the advocate and primary contact for the Scantron client. Our Customer Service professionals average 13 years of experience, support over 4,000 clients, and process over 18,000 orders each year.

We believe providing our customers with a dedicated, personal resource is fundamental to the success of the project. The Customer Service Team is responsible for understanding and exceeding our

customers' expectations. We continuously measure customer satisfaction and gauge our success on your results.

Training

Scantron offers valuable, effective training on Scantron DesignExpert software along with the fundamentals of designing scan forms. You can attend training at our facilities, or we can come to you. Visit the Scantron Training Center for a course description and schedule of upcoming classes.

Professional Services

If you are short on time and resources, let our professional services group assist you. They will help you with forms analysis, design analysis, project management, and usability testing to maximize your data collection system's efficiency and accuracy.

Saving Energy. Reducing Costs.

With the rising fuel costs, saving energy is an important focus for everyone. A consulting company that specializes in home energy audits uses Scantron Print Services to distribute Home Energy and Water Use Surveys. Over 3000 surveys are delivered each quarter to respondents who complete and return the 12-page survey as part of the audit process.

Scantron designs, prints and inventories the survey booklets and various promotional pieces for the client. Each quarter, the client sends a datafile containing the respondents name and mailing address.

We address and bar code the booklet covers with the variable information; collate the booklets, and insert the survey booklet with any promotional pieces, and the return envelope. We then mail the surveys for our client.

For more than eight years, the client continues to use Scantron Print Services for our service, support, expertise and reliability.

