



Accelerated Partnership Advantages

Boost your brand with accountable local IT service – nationwide

Customer loyalty can't be bought; it must be earned. You can't control your customer's IT experience, but a highly accountable IT support partner can help. When you team up with a proactive support provider, your customers regard you as truly invested in their success. You can stop worrying about things outside your expertise (and area of responsibility) and get back to business.

Why Partner with Scantron?

Because we can do better together. While we handle maintenance, repair, and IT support requests, you focus on what you do best: design, sales, and support for your products. With more than 40 years of experience in IT support, our team satisfies the needs of all types and sizes of organizations.

As a software vendor, you strive to cover all the bases in ensuring the right infrastructure, end point devices and support model. Scantron delivers everything our customers need to get the most from their IT investments, including your solution. They get maximum value from your products. You get the depth and reach of a nationwide support team.

What We Do Best

Managed IT Services: Scantron delivers day-to-day support needs for companies who have little or no dedicated IT resources. This includes prompt remote and onsite service when needed.

Managed Print Services: Scantron's MPowerPrint solution helps companies get better control and visibility over their entire print environment, while enabling better performance, productivity, and cost savings.

Hardware Services: Scantron is the single point of contact at every phase in the technology lifecycle, from procurement and configuration, to maintenance and repair, to upgrades and disposal/disposition.

Design & Implementation: Our services include consultation and assessment, network design & implementation, roadmap development, and skilled staff for resource-intensive projects.

Software Partner Snapshot

Nationwide lumber and building materials software company

109 customer locations across 23 states

Managed IT, Managed Print, and IT Lifecycle Services

Design & Implementation projects: 90+ projects in 12 months including:

PC upgrades, printer fleet refreshes, data communications refreshes, server consolidations, terminal and virtual server installations

Backup solutions: cloud, off site, multi-site recovery

Email migrations from POP mail

Accelerated Partner Program

When you team up with Scantron, your customers enjoy greater confidence and productivity, while you gain a new revenue stream for your company and achieve broader geographic reach for your solution.

- **Our technical support teams learn your system requirements and will verify that specifications are met**
- **Farewell to finger-pointing between your organization and flustered customer IT resources or third-party service providers; we collaborate with your in-house team to troubleshoot and resolve issues**



“Over the last six years, Scantron has delivered consistent service levels encompassing everything from onsite network configuration and ongoing managed services to opportunity close assistance during our ERP sales process. Scantron has proven time and again to be a true partner of ours and our mutual customers.”

– President, ERP Software vendor

When your customers augment existing staff or use Scantron as their in-house IT resource, they experience these benefits:

- **Single point of contact for all IT needs**
- **Online ServiceCOMMAND® utility for real-time call placement and tracking**
- **Company-employed Field Service Technicians deliver onsite service and support, nationwide**

Work Smarter, Not Harder

Better Software Service & Support

A dedicated, consistent team fixes IT problems unrelated to your software. Over time, our combined teams become even better at resolving issues — and preventing future ones.

Sales Revenue

Watch your sales pipeline accelerate when you point to a knowledgeable, local, and nationwide partner who understands your software requirements, your migration path, and ongoing support needs. Moving to, or upgrading, your platform becomes an easier decision.

Marketing Engagement

Scantron support experts monitor a huge variety of hardware, software, and other technological advances and threats impacting your customers. Our team provides your marketing staff with relevant, timely, and helpful advice to educate your customers on best practices. An educated customer also means fewer support tickets.

Reduced Operational Risk

It's a no-brainer. Your customer has a better experience of your brand and software solutions. They get world-class IT support without hiring additional IT staff. You keep growing your company's footprint while enjoying cost savings and new revenue streams.

Take the Next Step in Your Company's Journey

Start the conversation with a Scantron business partner manager. We will collaborate on a plan that aligns with your long term business goals and strategy. Together, we'll meet and exceed your customers' expectations and turn them into greater advocates for your products.



OPTIMIZE YOUR BUSINESS IT SOLUTION OPTIONS TODAY!

For a free consultation to meet your organization's goals, call **800.722.6876** or visit **www.scantron.com** to learn more.

About Us

Scantron Technology Solutions provides managed print and IT services you can count on. Our nationwide team of experts provide full-service packages and à la carte options to be your IT team or to support your current staff. STS solutions meet you where you are and help you get to where you want to be.