

Cranel is committed to helping Independent Software Vendors, Office Equipment Dealers and Value Added Reseller partners to maximize the life cycle of technology sold to their customers. Our broad portfolio of services enable our partners to maximize recurring service revenue opportunities, drive add-on sales and extend existing technical skill sets. The result is increased partner profitability, improved end-user satisfaction and extended technology up time.

**HARDWARE
SERVICE & SUPPORT**

- Phone support for hardware service needs
- Escalation to on-site service providers
- Call management throughout support needs

Serial numbers under support annually:

29,500

Support calls managed annually:

4,100

Support calls closed same day:

46%

Support calls closed over phone:

33%

Support calls closed within 2 business days:

81%

**SOFTWARE
SERVICE & SUPPORT**

- Design and configuration
- Quote and SOW development
- Pre-installation assessments
- Administration and maintenance knowledge
- Support after installation

Projects delivered annually:

300

Support calls managed annually:

1,000

Support calls closed same day:

46%

Products certified by OEM to deliver installation services:

14

Support calls closed within 2 business days:

75%

Please contact Cranel Customer Service at 800.288.3475 for more information