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**B A S E**  
**TECHNOLOGIES**

*Our business is improving yours.*

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*Search by Ink/Toner, Printer Model, SKU, or Category & Press Enter*



## Service

**Unrivaled service is the foundation for BASE Technologies' business.**

We respond to service calls promptly. We also work with you to prevent problems from arising at all with your copiers and laser printers.

We service all of Connecticut.

**Learn more about BASE Technology's service strategy:**

- IT Solutions
- Network Support
- Why BASE Technologies

- Response Time
- First Call Completion
- Preventative Maintenance

**Printer or copier not working?**

Request Immediate Service (</pages/contact?Inquiry=service>)





## **Fast-Paced Repairs for Fast-Paced Businesses**

In today's fast-paced business world, you can't afford downtime due to laser printers, copiers, or software malfunctioning. The time spent waiting for repairs is time you could be spending on activities that will benefit your company.

At BASE Technologies, we understand this. That's why we respond as quickly as we can to service calls throughout Connecticut. We'll attend to your problems and get you back up and running as fast as possible. It's part of our commitment to giving our customers unmatched service.

## **More on Our Service Strategy**

Not only does BASE Technologies respond to problems quickly, but we also make sure they don't arise again. We take steps to ensure that as few issues arise with our copiers and laser printers as possible.

## **First Call Completion**

## **The First Fix is the Last Fix**

It's bad enough when problems with your laser printers or IT solutions software slow your business down. It's even worse when these problems keep occurring.

BASE Technologies knows that businesses in Connecticut can't afford to have technology issues interfere with their day-to-day activities. Our efficient and friendly service team works diligently to resolve issues on the first call. After we address a problem, we'll check to make sure the fix is effective. In this way, we give customers the confidence and peace of mind they need to drive their business.

## **More on Our Service Strategy**

At BASE Technologies, we commit ourselves both to thoroughness and to speed when resolving customers' problems.

## **Preventative Maintenance**

### **Stop Problems Before They're Problems**

There's a famous saying by Benjamin Franklin: "An ounce of prevention is worth a pound of cure." When it comes to servicing your copiers and laser printers, we take that saying to heart.

At BASE Technologies, our courteous, highly-trained staff follow preventative maintenance schedules recommended by our technology partners like Kyocera. We have the knowledge and the resources needed to make sure your devices and solutions perform at their peak levels. We'll help you maintain the health of your systems and prevent problems from occurring in the first place.

## **More on Our Service Strategy**

In spite of any preventative measures, unexpected problems with your copiers and laser printers can arise. When they do, BASE Technologies will fix them as quickly as possible.



# Kyocera Fleet Services

## Every Business Deserves Elite-Level Service

Kyocera Fleet Services is the latest addition to our arsenal of service tools. KFS will allow us to enhance the level of service we provide to all of our Kyocera and Copystar devices.

## What to expect from Kyocera Fleet Services?

### More consistent uptime for all Kyocera devices in your fleet.

- Real-time device diagnostics and alerts
- Convenient firmware updates
- Remote error resolution, code-resetting
- Ongoing monitoring of supply levels
- Fewer on-site visits

### A deeper understanding of needs through robust usage data:

- Identify trends, user requirements.
- Right-size devices across your laser printer fleet.
- Detailed analytics and customizable graphic reports.
- Ongoing monitoring of supply levels
- Optimize device configuration to meet constantly evolving needs.

Kyocera Fleet Services is hosted off-site in the highly secure Microsoft Azure cloud.



If your machine staying up and running is your top priority, then you're not going to find a more reliable option than a Kyocera/Copystar device from BASE! >

## **Have questions about our service policies? We're happy to chat!**

We take our dedication to efficient and friendly service seriously. If you have any questions or concerns, feel free to reach out.

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(/)

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