



OUR MISSION

To be recognized in our markets as the "Preferred Provider" of office solutions dedicated to Total Client Satisfaction.

THE DIFFERENCE

OUR GUARANTEE

ONGOING SERVICE

RESPONSIVE SERVICE

NETWORK SUPPORT



www.momnet.com

THE MODERN OFFICE METHODS DIFFERENCE

Customer Vision sets us apart from other office equipment dealers. At MOM, all team members are seeing our business through the customers' eyes and responding, as a team, to exceed their expectations. To further assure your peace of mind, MOM backs up our products with our **MOM Total Care™ Promise** – the strongest written customer satisfaction guarantee in the industry. The **MOM Total Care™ Promise** includes a 60-day, money-back guarantee; 36-month satisfaction guarantee; and 98 percent uptime guarantee.

100%
CLIENT SATISFACTION
GUARANTEED IN WRITING

OUR GUARANTEE

Modern Office Methods offers the strongest written guarantee available in the office solutions industry, including:

- 60-Day Money Back
- Absolute Satisfaction Replacement
- 98% Equipment Uptime
- Certified On-Site Service
- Free Loaner
- Website Assistance
- Contract Flexibility



“By offering the strongest written guarantee in the office solutions industry, we ensure that our clients receive unparalleled support, services, and products.”

Kevin McCarthy , President & CEO

100% CLIENT SATISFACTION IN WRITING

MOM IS WITH YOU EVERY STEP OF THE WAY



ONGOING SERVICE:

RESPONSIVE SERVICE

A key part of MOM's service is how we work with our clients when problems arise. Part of our **Total Care™ Promise** is the uptime for your equipment. MOM has assembled the very best, award-winning Service Team in the industry to ensure we do not fall short of that guarantee.

Excellent client support has always been a tradition at MOM and our efforts were rewarded with the **imageSource Magazine's Perfect Image Award for Outstanding Service Program**. We perform preventative maintenance in an effort to resolve potential problems before they occur. Should a system need service, our team of fully-certified field service technicians is ready to respond. Technicians carry a stock of parts in their MOM vehicles, enabling most problems to be resolved on the first visit.

As part of our retention efforts, MOM has a **Client Loyalty Manager** on staff. She is an advocate for our clients and ensures they are taken care of in a timely manner. She helps our clients with any issue that may arise, sends out surveys to gauge what kind of a job we're doing, and most importantly listens to our clients.

NETWORK SUPPORT

Clients using MOM's Network Consulting team to connect and configure their network, support users and improve business through Internet technologies, also receive MOM's on-site support.

MOM provides IT solutions through:

- Network architecture, installation, and support
- Infrastructure design, analysis, and security

DON'T TAKE OUR WORD FOR IT:

"Our MOM Technician is always great and has great knowledge about the equipment and understands about the importance of the machine working properly."

"He went above and beyond helping us through our issue and even answered some general questions I had about our copier. He also set me up with a direct link to our system through the web. What a wonderful employee. You guys are great!"

"Our Technician is always quick to respond and knows exactly how to manage the repair with little down time on our end. Thanks for taking care of us!"

"Our Technician is an expert, he is highly professional and personable. We really appreciate his quick attention and we couldn't be happier with his service."

"This type of follow-up email is GREAT. I like the opportunity to reply if something is wrong, click the link to take a survey. Thank you! Our Technician is knowledgeable, efficient, and caring. He always does a great job and we appreciate how quickly he responds to our calls. Thanks MOM!"

"Our MOM Technician is a great guy, always friendly, and helpful. I am always glad when he shows up to fix our equipment. I know that it will be done right."



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