

# ROI SHOWCASE

## FIELD SERVICES

### Océ, USA

#### Nextel Case Study

#### Océ, USA

#### North American Headquarters:

Chicago, IL

**Line of Business:** International provider of digital document management and delivery technology

**Vertical Market:** Field Services

#### Improving Business Practices

Océ's customers rely on the company's software applications, printers, scanners and consulting solutions to deliver documents and data anywhere around the world in a moment's notice. As a leading player in a competitive industry, Océ must meet demanding response-time requirements and provide an assurance of reliability to its clients. Its commitment to improving business practices is enhanced by using the latest technology to achieve operational efficiency, cost savings and higher customer satisfaction ratings.

To achieve those improvements Océ provides its field service technicians with Nextel phones, giving them a powerful four-in-one tool with digital cellular voice, Nationwide Direct Connect (the coast-to-coast walkie-talkie service), Nextel Online wireless data and Two-Way text messaging. Now when a customer calls for service, the technician immediately receives a text message on his/her Nextel phone. The text message includes customer information

that allows the technician to prep before calling the customer to suggest a preliminary diagnosis and estimate service completion. The technician then updates the call status, checks the availability of parts and, if needed, takes appropriate action with no need to call dispatch, occupy a customer phone or boot up a laptop to download and update customer files.

Especially useful to Océ service technicians is Direct Connect. Managers use this feature to hold impromptu meetings with their technicians. Junior technicians can instantly contact a senior technician for help without waiting for a call back.

Océ estimates that working with Nextel has resulted in a four- to five-percent productivity gain, or a time savings of 15 minutes a day, for each of its hundreds of technicians. "Nextel has been instrumental in helping us achieve high productivity and effectiveness," says Dan Krzesinski, VP, operations and customer service for Océ. "Most important is the increased quality of communications we can have with our customers, using their time to solve their problem rather than ask them questions."

Océ also leveraged Nextel's ability to provide custom solutions rather than an off-the-shelf solution. Nextel also helped Océ develop their own wireless web applications, allowing technicians to view their work queue in real time.



"Nextel was able to understand our business and the needs of our customers," says Krzesinski. "We talked with many telecommunications companies, but quite frankly Nextel was the only provider who understood what we were looking for."

The Nextel logo consists of the word "NEXTEL" in a bold, black, sans-serif font. To the right of the text is a vertical black bar with a small "TM" trademark symbol at the top. The logo is set against a yellow background within a white-bordered box.

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