



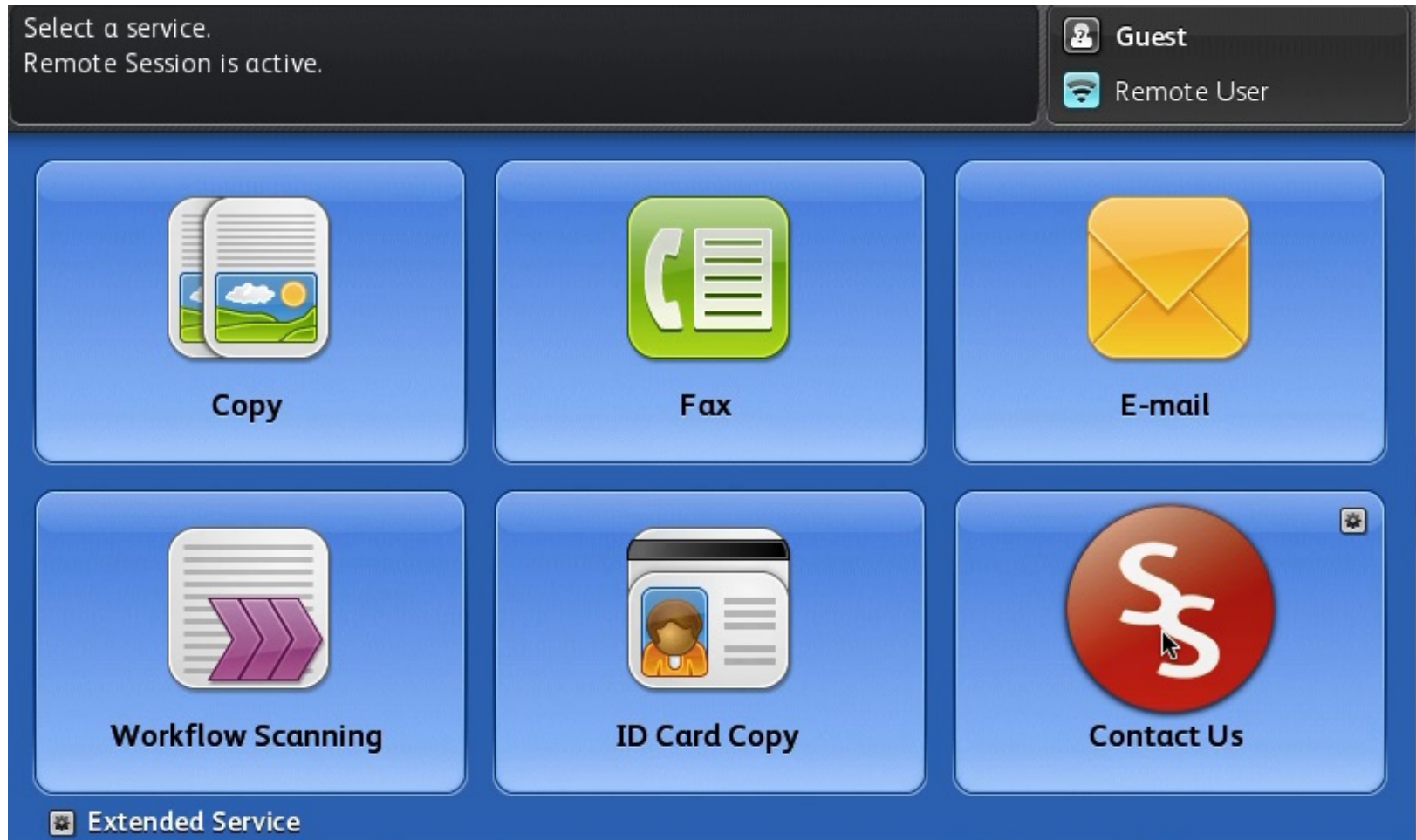
# Improving The Customer Experience

Joshua Justice, Southern Solutions





Driving Growth


# Contact Us App



# Contact Us App




 Request Service

 Request Supplies


Exit

Sales: (301) 632-5555  
Service: (301) 632-5555 Ext 7  
Supplies: (301) 632-5555 Ext 7

Serial Number: [MX4312087](#)  
Color Impressions: [58619](#)  
Black Impressions: [20225](#)  
Total Impressions: [78844](#)




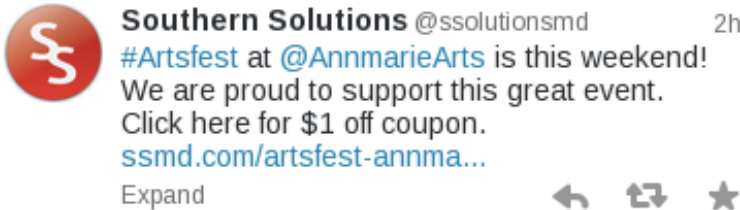
Authorized Sales Agent

 Return Supplies


Feedback

### Tweets






**Southern Solutions** @ssolutionsmd 2h  
#Artsfest at @AnnmarieArts is this weekend! We are proud to support this great event. Click here for \$1 off coupon. [ssmd.com/artsfest-annma...](#)  
Expand




**Southern Solutions** @ssolutionsmd 18 Sep  
If something is important, always have redundancy. We make it easier to obtain redundancy in #color printing. [ssmd.com/color-printing...](#)  
Expand



**Southern Solutions** @ssolutionsmd 17 Sep  
Birthday break! [pic.twitter.com/gfoX1JfUup](#)

# Contact Us App – Request Service



BackExit

Name

Company

Phone

E-mail


Message

Submit

Service Request

To request service, please enter a brief description of your concern and hit submit. Our technicians will then respond to your request.

# Contact Us App – Request Supplies

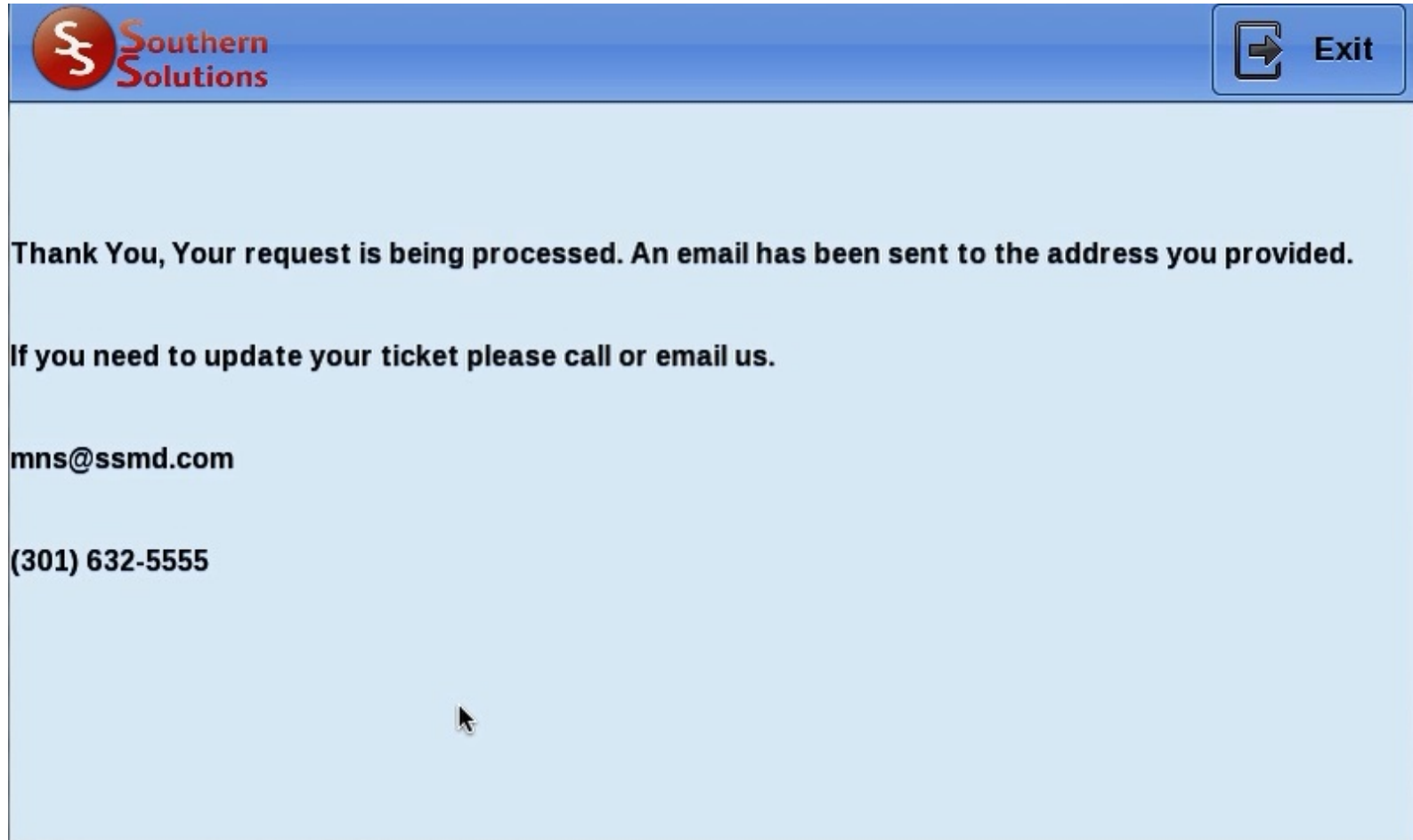


BackExit

<div>Name</div> <div></div> <div>Company</div> <div></div> <div>Phone</div> <div></div> <div>E-mail</div> <div></div> <div>Optional message or special request</div> <div></div>	<div>Supplies Request</div> <div>To request supplies, please fill in your information and hit submit. We will receive a listing of current supply levels and will order supplies that are low.</div> <div>Submit</div>	<div>Toner Level</div> <div><div></div><div></div><div></div><div></div></div> <div>Drum Level</div> <div><div></div><div></div><div></div><div></div></div> <div>Fuser Level</div> <div><div></div></div>
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# Contact Us App – Request Service & Supplies



# Contact Us App – Request Service & Supplies

## Your Xerox Service/Supplies request from: MX4312087

✶ **mns@ssmd.com**

To: [Michael Eaton](#)

   [Actions](#) ▾

Thursday, August 21, 2014 4:22 PM

Your request has been submitted. Michael Eaton, Thank you for submitting a request.

Your contact phone number is 3016325555. If this needs to be changed or you need to add more information, please call or email us at

(301) 632-5555

[mns@ssmd.com](mailto:mns@ssmd.com)

Here is a copy of the message:

Please order Yellow toner

# Contact Us App – Partner Email

## Your Xerox Service/Supplies request from: MX4312087

**mns@ssmd.com**

To: MNS

   Actions

Thursday, August 21, 2014 4:22 PM

A request has been submitted from MX4312087. Here are the details:

Serial Number: MX4312087

Name: Michael Eaton

Phone: 3016325555

Email: michael@ssmd.com

Message: Please order Yellow toner

Color Meter: 56448

Black Meter: 20056

Total Meters: 76504

Yellow Drum: 43%

Fuser Life: 85%

Waste Toner Container: 100%

Transfer Belt Life: 45%

Secondary Bias Transfer Belt Life: 56%

Model Information: Xerox WorkCentre 7855 v1 Multifunction System


Solid Ink Cleaning Unit: 19%


Firmware: Xerox System Software; System 072.040.104.14800


Status Alert: Reorder Yellow Toner (Y) but DO NOT replace until prompted.



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Authorized Sales Agent


 Return Supplies



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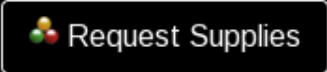
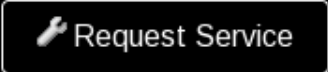



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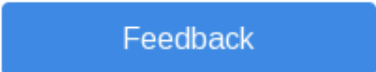
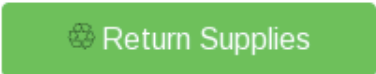

**Southern Solutions** @ssolutionsmd 17 Sep  
Birthday break! [pic.twitter.com/gfoX1JfUup](#)  



# Contact Us App





Sales: (479) 575-0770  
Service: (479) 575-0770  
Supplies: (479) 575-0770

Serial Number: [C7X365948](#)  
Black Impressions: [112](#)  
Total Impressions: [112](#)








## TDS Sales Team




# Contact Us App



Service: (301) 632-5555 Ext 7

Supplies: (301) 632-5555 Ext 7


 **Return Supplies**

Serial Number: MX4312087


Color Impressions: 56448

Black Impressions: 20056




Total Impressions: 76504

  
Authorized Sales Agent

## Happy Holidays & Merry Christmas!




# Contact Us App



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Supplies: (301) 632-5555 Ext 7


 **Return Supplies**

Serial Number: MX4312087


Color Impressions: 56448

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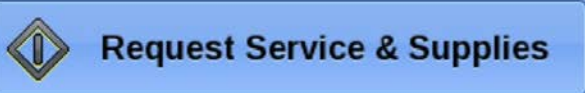

Total Impressions: 76504

  
Authorized Sales Agent

### Career Day at Mary Matula Elementary with Joshua Justice




# Contact Us App



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Supplies: (301) 632-5555 Ext 7




Serial Number: MX4312087

Color Impressions: 56448

Black Impressions: 20056

Total Impressions: 76504






Authorized Sales Agent

## Important Information

**Do you have questions about this copier's security? Please contact us to discuss or visit our website at [www.ssmd.com/security](http://www.ssmd.com/security)**




# Contact Us App

**Request Service & Supplies****Exit**

Service: (301) 632-5555 Ext 7

Supplies: (301) 632-5555 Ext 7


**Return Supplies**

Serial Number: MX4312087

Color Impressions: 56448


Black Impressions: 20056

Total Impressions: 76504

  
Authorized Sales Agent


## Improve Efficiencies!!!


With our Print Solutions, we can centralize the management of all your printers from multiple manufacturers. We can take control of your print activities and reduce your costs by up to 30%.






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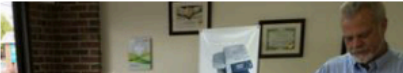
[Return Supplies](#)[Feedback](#)


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[Back](#)[Exit](#)

Name

Company

Phone

E-mail

Message

[Submit](#)

### Service Request

To request service, please enter a brief description of your concern and hit submit. Our technicians will then respond to your request.

# Automatic Xerox Firmware Updates



# Automatic Xerox Firmware Updates

## Customer & New Prospect Value Statement:

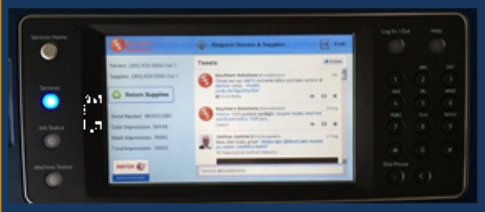
Mr. Customer, with our automatic firmware updates, whenever a solution is released for a software problem with your Xerox unit, you will automatically have it; whenever a security update is released, you will automatically have it; when we release a new version of ConnectKey that may include new features, you will automatically have it. Our Firmware Management Solution will increase your equipment's reliability, decrease your service calls, and improve your overall experience with your Xerox unit.

# Solution Fliers

## Contact Us App

Simplifies the service & supply process!

Instantly request service & supplies and order free Eco Boxes for easy return & recycling of supplies with our new Contact Us App!



Southern Solutions' Contact Us App enhances communication with our customers and simplifies the service & supplies process. This new innovative app works on Xerox ConnectKey multifunction devices and is absolutely free for our customers to use. With our Contact Us App, security should not be a concern since no data is transmitted from the device unless the user presses the submit button. In addition, we have used SSL encryption in the communication between our hosted app and our server. Since our app is hosted, we can instantly update it to provide new information or additional features. We hope you find this new technology useful and enjoy the simplified process of requesting service, ordering supplies and returning & recycling supply items.



Alex Martin  
301.632.5555 x 2  
[alex@ssmd.com](mailto:alex@ssmd.com)

## Automatic Updates

Automatic firmware & software updates to increase equipment reliability and customer satisfaction.



Most copiers have 3-4 new firmware versions (systems software) released every year to fix security issues, operational issues or new compatibility issues. Some updates are to add new functionality. With Southern Solutions' Firmware Management, firmware updates on many Xerox models are automatic. Automatic firmware updates increase customer satisfaction, increase equipment reliability and decrease service calls.

Xerox Supported Models for Automatic Firmware Updates:

- WorkCentre 3655
- WorkCentre 6655
- WorkCentre 5735 / 5740 / 5745 / 5755 / 5765 / 5775 / 5790
- WorkCentre 5845 / 5855 / 5865 / 5875 / 5890
- WorkCentre 5945 / 5955
- WorkCentre 7220 / 7225
- WorkCentre 7525 / 7530 / 7535 / 7545 / 7556
- WorkCentre 7755 / 7565 / 7775
- WorkCentre 7830 / 7835 / 7845 / 7855
- WorkCentre 7970

Contact us today for more information on our automatic firmware & software updates.



Alex Martin  
301.632.5555 x 2  
[alex@ssmd.com](mailto:alex@ssmd.com)

# Customize for Partners



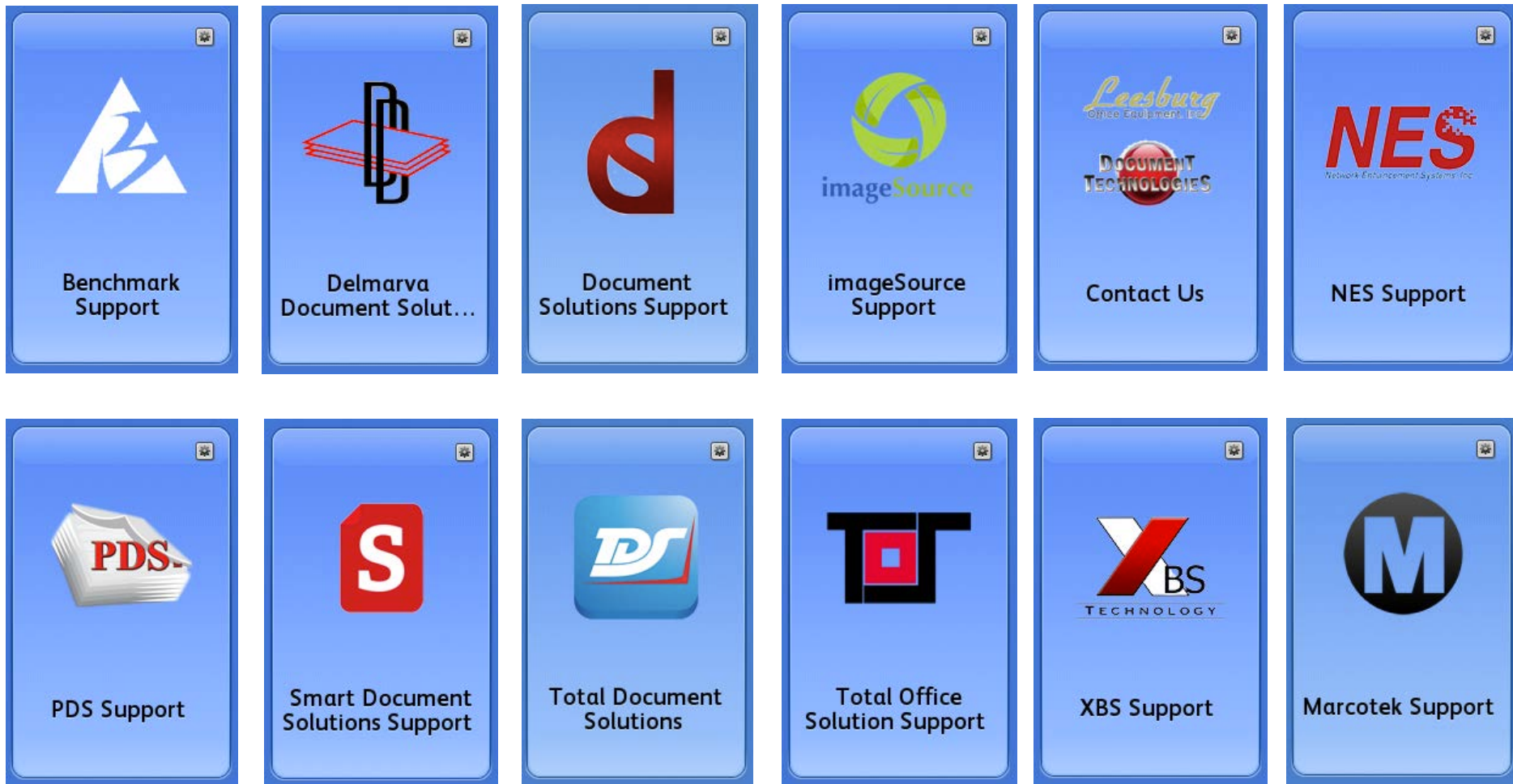
Customized Contact Us App: \$200 per month

- Install on unlimited ConnectKey units
- No charge for set-up

Firmware Management: \$150 per month

- Install automatic updates on unlimited ConnectKey and some Discovery Units
- No charge for set-up





Xerox Partnering for Excellence  
Expand. Connect. Simplify.

