Copiers Northwest's Key Differentiators

Speedy Response: 3.8 Hours

Our average response time the last 12 months was 3.8 hours on 26,000 supported devices.

Over 5,000 service requests were responded to in 1-2 hours.

Over 30,000 service calls were completed. Technical phone response within 1 hour.

Average Score by Question (0-10)

9.8 Rate our dispatch overall (ease of placing service call, etc.)

9.9 Technician explained the resolution/provided training if needed

9.9 Technician left the equipment repaired to your satisfaction

Souce: Net Promotor Score® System

Over the last 12 months our average service call was completed in less than 90 minutes!

Keeping you productive!

Total Satisfaction

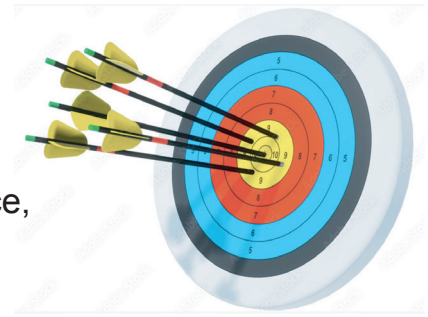
When surveyed, "How likely would they recommend **Copiers Northwest** to a friend or colleague?" our customers gave us an average score of **9.8 out of 10** over the past 12 months*.

Many companies claim that they have the "Best Service in the Business" but few even have a way to measure how happy customers are. We use the Net Promoter Score System. The Net Promoter Score (NPS®) is a straightforward loyalty metric that holds companies and employees accountable for how they treat customers.

*Source: Net Promoter Score® System

First Call Effectiveness: 93.7%

93.7% of all calls the last 12 months were completed correctly in one visit, and did not require any additional service, which exceeds industry standards.



Effectiveness = Uptime!

(Data from period ending 12/31/25)

Accurate Customized Billing: 97.4%

97.4% of our 192,003 sales invoices were billed accurately the last 12 months.

Customers can choose mail, email, fax or upload.

Our major account billing team can customize by department, cost center locations, etc.

COPIERS NORTHWEST

New Ideas. New Solutions.