



Enhanced Customer Service

Mercom's continuing success has been underlined over the last quarter with a significant increase in business.

As a result, the company has undertaken a review of its customer support activities and has recently introduced the first in a number of significant changes.

In order that a more personal service can be devoted to customers during the period that their equipment is with Mercom, it has been decided to separate the customer service and administrative activities by creating a new customer services department which is headed up by Matt James.

With respect to sales enquiries pre-repair any requirements will continue to be dealt with by the appropriate Regional Sales Manager.

Mercom believe that these changes will further cement their business relationships with both current and future customers.

Matt can be contacted directly on **01202 669239** or by e-mailing matt.james@mercom.org

Launch of New Website

The launch of Mercom's new website was announced in the February Newsletter, however, due to the growth of the business a server upgrade was necessary which regretfully caused a delay to the website launch.



With the upgrade now complete the new website can be viewed by visiting www.mercom.org

The website will continue to evolve during the second half of 2007. A customer gateway is currently under development which will allow customers to have online access to progress and track their repairs.

Mercom specialise in the component level repair of:

- » Barcode Scanners
- » Data Collection Terminals
- » Desktop PCs
- » Dot-matrix Printers
- » Laser Printers
- » Notebook PCs
- » PDAs
- » Power Supplies
- » Printed Circuit Boards
- » Receipt Printers
- » Satellite Navigation Units
- » TFT/LCD Displays
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Contact Us

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