



MWA Intelligence, Inc.  
17250 N. Hartford Drive  
Suite 102  
Scottsdale, AZ 85255  
800.875.2371  
www.mwaintelligence.com

## **MWA Intelligence, Inc. Joins Forces with Jack Duncan Consulting at Service Managers University**

***Workforce automation to become critical component of courses teaching productivity and profitability for office equipment dealer service departments***

**SCOTTSDALE, Ariz.** — March 15, 2007 – MWA Intelligence, Inc. (MWAi), a leader in remote asset management tools and mobile workforce automation systems and services today announced a formal agreement to participate in Jack Duncan Consulting’s *Service Managers University*. The training program has been designed to help office equipment dealers transform their service departments into profit centers by showing them how to contain costs, analyze P&L, understand profitability at the account level, allocate technician resources to meet productivity and financial goals, and more. The next set of events in this educational series will be held in Little Rock, AR, from April 23-26.

“My primary objective is to shift service department activities from reactive to proactive, and shift their profitability and productivity in the process,” said Jack Duncan, President and CEO of Jack Duncan Consulting. “The University can help managers establish the appropriate operating cost with a direct link between field tech effectiveness and customer satisfaction.”

Educational sessions include, service benchmarks, profit and loss, account profitability, understanding cost-per-copy, pricing maintenance agreements, proactive service, mobile workforce automation, manpower planning, hiring and recruiting, tracking service technician productivity, MFP performance benchmarking, technician compensation, service territories and more. Additionally, classes will provide in-depth knowledge of using tech track, parts hold, parts release and other reporting capabilities with MWAi Intelligent Service application.

“MWAi solutions enable service managers to analyze, automate and expedite mission-critical processes, including data collection, parts inventory, dispatch management and reporting, so it was a natural next-step to integrate our tools and resources with Jack Duncan Consulting training,” said Bud Karakey, Vice President of Operations, MWA Intelligence, Inc. “Together, I am confident that we can help office equipment dealers contain costs, increase customer satisfaction and effectively drive top-line revenue.”

Service Managers University is specifically designed to use reports and information from BEI Services, an industry leader in MFP performance benchmarking and technician compensation.

“BEI has long been an important source of information to optimize customer service departments on an ongoing basis,” said Wes McArtor, President, BEI Services. “Now, as part

of Service Managers University, we can help dealers build programs and processes around our expansive databases from the ground up.”

The next Service Managers University, hosted by Business World, will be held in Little Rock, Arkansas, from April 23-26. The cost for this 4-day session is just \$1,995. Seating is limited to 24 students.

About Jack Duncan — Jack Duncan is a consultant for Office Equipment Dealers with 30 plus years of experience in service management, has sat in “The Chair” for many years actually running dealerships and has met or exceeded the BTA Model Targets for Gross Profit in an actual dealer location. For more information, visit [jackduncanconsulting.com](http://jackduncanconsulting.com), call (469) 287-2605 or email [jack@jackduncanconsulting.com](mailto:jack@jackduncanconsulting.com).

About BEI Services — BEI Services is an industry leader in the delivery of copier and service department benchmarking, tracking every service call for more than 1.3 million devices across North America and the world. In addition, BEI provides dealers with a turn key technician compensation program, extensive reporting, and a wide variety of data sets and methods to compare the efficiency and profitability of copier and printer service departments.

About MWA Intelligence, Inc. — MWA Intelligence, Inc. offers leading-edge technologies, world-class customer service and expertise in the office equipment and utilities vertical markets. We deliver comprehensive solutions to companies in need of remote asset management and improved service standards. MWA Intelligence has developed a platform-independent approach to asset, service and mobile workforce management that is flexible and scalable to accommodate company’s unique requirements and grow as your business model evolves. Our solutions drive greater customer satisfaction and profit to the bottom line. For more information, please visit: [www.mwaintelligence.com](http://www.mwaintelligence.com).

## **Contact**

Jack Duncan  
Jack Duncan Consulting  
469.287.2605  
[jack@jackduncanconsulting.com](mailto:jack@jackduncanconsulting.com)

Wes McArtor  
President  
BEI Services  
[Wes@beiservices.com](mailto:Wes@beiservices.com)  
307.587.8446

Victoria Satran  
VP of Marketing  
MWA Intelligence, Inc.  
[victoria.satran@mwaintel.com](mailto:victoria.satran@mwaintel.com)  
480.538.5929