

MERA® – DEPENDABLE SERVICE EVERYWHERE®.

MERA® TECHNICAL  
SUPPORT CENTER



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 Visit MERA at [www.meraserv.com](http://www.meraserv.com)

MERA® is the registered service mark of Medical Equipment Repair Associates.







## MERA® Technical Support Center (TSC)

Many companies need help establishing US-based technical support, depot service, and parts management. Problems solved by MERA's Technical Support Center include:

### START-UP AND ONGOING COSTS:

For up to 80% less than the typical direct cost, MERA TSC clients create an onshore face to end-users by engaging MERA's existing facility, infrastructure, and personnel to service and support the client's customers.

### DEPOT SERVICE:

Devices received by MERA TSC for service are repaired to clients' requirements. MERA TSC also maintains and ships loaner and sales demo systems and has experience managing pre-demo, demo, and post-demo processes. All equipment touches are tracked and reported to MERA TSC clients as required. MERA's ISO-9001:2105 certification assures clients and their customers receive consistent, dependable service.

### EQUIPMENT TRIAGE:

End user telephone calls are answered by courteous, trained MERA TSC support staff. Direct, US-based MERA TSC employees answer all calls - an outside service is never used. End users experience quick and effective problem-solving assistance and MERA TSC adheres to a script approved by the client. If the issue is not resolved over the telephone, MERA TSC dispatches the nearest trained service technician and supports each service event within client-established protocols. All calls are documented and reported to clients on a regular schedule.

### SERVICE ENGINEER SUPPORT:

MERA field service personnel are supported in the troubleshooting and repair of client instruments. Field service engineers receive technical assistance until the equipment is restored to a fully operational condition – as confirmed by the end-user.

### TECHNICAL TRAINING:

Clients receive expanded capacity for their training needs. MERA TSC provides space and personnel for ongoing service and project training classes. Aligned to each client's particular needs, MERA TSC successfully trains service technicians to maintain and repair client equipment.

### PARTS MANAGEMENT:

Parts are warehoused, managed, and shipped daily to provide support across the US and Canada. MERA TSC ensures shipment of the right part to the right place at the right time and is an extension of each client's parts management strategy. MERA TSC is a good steward of each client's consignment inventory.



TO LEARN MORE about the value received receive from MERA TSC, please contact MERA at **800-953-6372** or **info@meraserv.net** to find out how MERA TSC can help solve technical support, depot service, or parts strategy challenges.

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