

# Service Directory

Miracom Network is pleased to provide our customers with access to what we believe is one of the most useful and cost effective Service Directories in the industry. But before I tell you how to sign-up in the Directory *free of charge*, I want to share with you why you should sign-up, how you can use the Directory, and what significant value it can provide.

## What Is A Service Directory

A Service Directory is an automated look-up system that enables one service provider to locate another. A service provider is an individual or organization that provides service in support of an account. That service can be anything from cartridges and other supplies to parts and equipment to repair and maintenance, and everything in between.

It is a meeting place for companies to come together in support of their customer accounts. It is a means by which a company in one location can find companies in other locations. And once found, tickets for service can be issued and managed. The Directory also provides key decision-making information, such as which devices a company can service, what their billing rates are, and available response times.

## Why The Miracom Directory Should Be Your First Choice

**First**, it is a global Directory. Anyone worldwide can sign-up and use the solution. Their application has foreign currency conversion capabilities and foreign language support. This means that you'll be able to pursue and service multi-national accounts, and locate the right resources anywhere worldwide to support your clients and their service needs.

**Second**, the cost structure is perhaps the best in the market. There is no cost whatsoever to list yourself in the Directory. If you wish to locate someone in the Directory, there is a ticket transaction fee of \$2.50 *or less*. If you're asked to service a ticket, you can accept it or reject it. The decision is yours. The first time you accept it as a result of having been discovered through the Directory, you will be charged a fee equivalent to 10 percent of the fee you charge for the services you provide.

However, unlike similar services, there is no restricted provider-to-provider relationships. In fact, they're encouraged! If the company requests a direct relationship with you, and you accept, then you will no longer be billed 10 percent of the fee you charge but, instead, you will be billed the regular ticket transaction fee of \$2.50 *or less* for each ticket you accept to service.

In other words, the Service Directory is used to find you. Once you're found, they use you, and like you, then issuing you tickets through the Directory is no longer required – a direct relationship can be formed instead.

Even at \$2.50, think about it: for just a few dollars you can receive tickets for all kinds of service and support requests! How much would this cost you in advertising and marketing dollars? In effect, you only incur a fee if tickets are sent to you and you accept the work or if you send a ticket yourself. The value of being listed in the Directory and using it can be substantial. This may be the most inexpensive way for you to locate third-party service support or generate business opportunities and additional revenue.

In addition to an already low price, Miracom provides volume-based discounts, so your ticket transaction fee may fall substantially over time. There's no better way to locate service providers and issue and service tickets in the market today. We are convinced that it is the most comprehensive and inexpensive Service Directory you can ever join!

**Third**, Miracom's technical architecture surrounding its ticketing system is impressive, and provides our customers with some unique servicing capabilities. Our ticketing system and Directory are fully integrated so when a service provider is found through the Directory, they can immediately be issued a ticket for service. No additional paperwork or conversation. It's fully automated.

But what is most impressive about it is that it supports endless levels of sub-ticketing. A service provider in New York, for example, may have multiple offices in Texas to support. That service provider can designate a primary service provider in Texas to which he dispatches tickets, who can then dispatch tickets to service providers in Houston, Austin, San Antonio, and Dallas. The Dallas-service provider can then route tickets to area suburbs, and so fourth. It is a system that provides levels of endless support.

This is also useful should a service provider find that all of his technicians are busy, and he cannot service an account in the allotted period of time to which he agreed. Instead of missing the deadline, he can simply re-route the ticket to someone who can service it on time.

Meanwhile, the service provider in New York can track the status of the tickets, answer any client questions, drilling down to a single device and service request, or aggregate all kinds of data for enterprise-wide reporting. And it's all integrated and automated with web-based access, and real-time data.

**Fourth**, if you refer other organizations to the Directory, they sign-up, and use it, then we will provide you with 10 percent of the revenue we derive from them. This could be another revenue source for you!

## **In Summary**

By leveraging service providers in the Directory for support, you can pursue large, geographically dispersed accounts that you may not otherwise be able to pursue and service. The Directory enables you to tap into resources around the world, and support any size account, no matter where you or they are physically located.

By listing your company or yourself in the Directory, you provide yourself exposure to service providers worldwide who may wish to turn to you for an assortment of services and client support. Being listed in the Directory is the first step enabling other service providers to call upon you or your company to support their service needs. This is an opportunity to get more revenue-generating business just by taking the time to sign-up!

With all the buzz about solution selling and the need to become more strategic with your customers, the Service Directory is really the first step in that process, and a natural and easy way of delivering additional value to your clients. It starts with helping you attract more service from both other providers and your customers. You can sell your customers and prospects on the fact that you can service any of their locations, and have confidence that you have the infrastructure available and ready to do it.

By providing you access to what we believe is the least expensive and most feature rich Directory in the industry, it is our intent to position you for ever greater success, enabling you to be more strategically prepared in the market than ever.

Sign-up is absolutely free! It's quick and easy.

Just go to the Service Directory section on our corporate web-site ([www.miracomnetwork.com](http://www.miracomnetwork.com)). Scroll down to the bottom of the page, and click on "sign-up". Fill in requested information, and then submit. It's that simple!

Get yourself listed in the Directory today! And once you're signed-up, start referring others you know in the industry ASAP. Let's leverage one another through one of the finest Directories available. Sign-up today!