



TOTAL BUSINESS SOLUTION



AAA's One Stop Shop – Britt Dickerson

Do you remember the computer technology of the 1990's? Intel's Pentium microprocessor was released in the middle of the 90s, giving the capabilities of music and graphics on computers. With the Apple's Newton being shipped out for the first time, Apple enters the PDA market with handwriting recognition software. And the early to mid- 90's, our Britt Dickerson was introduced to computer technology. During the 90's, computer technology was not taught in schools, but by tearing apart outdated machines you were lucky to get your hands on. Britt states, "After going to computer fairs, you would meet someone who lived close by and then you would learn computer technology together." Therefore, Britt learned all he could about computers until he was capable enough to start helping other people fix theirs. "At that time period," Britt remembers, "my little town didn't have a computer repair shop. You either had to go to the big city or call someone like me." Hours were spent trying to figure out the solution to a computer issue and, today, those then time consuming issues are a simple fix. Over time, Britt became more of an expert in the technology field and he moved to Rogers, AR. After moving, Britt was looking for a job in the field he loved. His father, who was once the Operations Manager, Sales Representative, and Service Manager of a local copier company in Bentonville, spoke to him about AAA Business Systems. AAA Business Systems, his dad told him, "was one of [his] biggest and best competitors with their service hard to beat." It just so happened that AAA had an ad in the paper for a computer repair and copier tech. "I thought, 'well, I am half way there.' So I dressed up in my Sunday best and went down and applied. I left the rest in the hands of God," Britt states. Leaving it to his faith was a good plan, since Britt has been with AAA since 2007 and is currently our Help Desk, and IT Support. Over his time with AAA, Britt has continued his education in technology to stay abreast of the industry changes, including remote services. Britt recently added TeamViewer remote services to the AAA website to help AAA's customers one step further. "It seems the older I get I am a forever student. I enjoy reading about and experimenting with technology," Britt states. Britt is also part of AAA's delivery team. He is one of the members who will deliver new equipment to your office, set it up with the features and functions you need, and get it reporting on our FMAudit system which allows us to monitor when you need toner and even supplies us with a meter so we never have to bother you for one. When Britt isn't saving customers from unwanted computer problems or delivering new machines, he enjoys spending time with his family. He is married with five kids and, although, most of them are all grown, except for one teenager, Britt and his wife "tinker" around the house, go out for the evening, or visit their grandchildren. All in all, Britt is a one stop shop, from delivery and setup to remote support when you need it. AAA is very fortunate to have his expertise in our family.

<http://www.aaabm.com/newsblog/>

Engage with us:  

Work Your Automated Service

You can call us at any time, however, sometimes calling isn't an option for you. When circumstances like that arise, you can contact us on our website through the get automated button. You will get a username and a password when you first become a customer of ours. Once you have login credentials, you can log in, check your balance, set up payments for your invoices by credit card or through your bank. When you click on Invoices, you can make a payment. You can also order toner or service by placing a service call on the proper piece of equipment. Click on the Equipment Number and you can order supplies for that item or place a service call. If you place a service request or order supplies, you will get a return email confirming the call. When the technician dispatches, you will get an email confirming your technician is on their way. When the call is complete you will get an email with the technician's notes of what was done and if the call requires a follow-up. If no follow-up is scheduled, you will receive a survey.

You can place your service call or enter your meter reading. You can see a service history and a meter history. As an added bonus, we can set up multiple users with different permissions. This may prove useful if you don't want the person who enters meters or service calls to have access to the bill. The automated system is easy to use, but if you have questions we are always just a phone call away.

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Service Calls, and Ordering Supplies 

What our customers are saying...

"You all responded so quickly and efficiently" - Wanda, Inn of the Ozarks

"David is great! He is always patient and helpful." - Peg, Virtual Incubation Co.

"You've always done us so well. I would highly recommend you." - Bill, White River Baptist

"I loved the fact that Andy took the time to explain to us what was causing the problem. He did a wonderful job. Love AAA Business Systems, so glad we use your company for our copiers' services!" - Velma, Boston Mt Education Center

Want more reviews? Check out our new webpage with great customer video testimonials!

<http://www.aaabm.com/about-aaa/reviews/>

Company News

President's Club Rankings

1. Kenny Rohrbach	167%
2. Josh Earnhart	27%

Service Department

From the desk of Dennis Anderson, Service Manager



We take pride in our service. To keep our service at its best, we're going to start emailing out a survey after a technicians' visit. We'd appreciate a few moments of your time to fill these out and email them back to us. For every survey filled out and returned, your department's or business' name will be placed in a monthly drawing for a \$50 gift certificate to your choice of Jose's, Stone Mill Bread Co., or Noodles. When you place your call, make sure to enter your email address so we have the correct email address in our system to send the survey too. We don't want you to miss your opportunity!

This Month's Survey Winner...

The Prairie Grove Elementary School
c/o Kara Hayes!

Please select one of the following gift cards for your reward: Jose's, Stone Mill Bread Co., or Noodles and get in contact with our office.

Thank you to everyone for participating. We appreciate your participation with the surveys as we hope to continue to best serve you and your business needs.

Events





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