SUPERIOR PRESS
CUSTOM TREASURY SOLUTIONS SINCE 1931

TECHNICAL ASSISTANCE CENTER

Let us handle the heavy lifting with our Technical Assistance Center (TAC), a dedicated call center to execute your client's technical support for treasury and cash management hardware.

DEDICATED RESOURCES

We source and assemble an experienced team of technicians for your program, who will be trained on the software and systems specific to your requirements. Based on your desired program needs, we work with you to ensure the right number of TAC Technicians are available to support your clients.

CUSTOMER OUTREACH

To ensure the best outcomes, we implement a customizable outreach program including email, phone, landing pages, and online appointment scheduling. Communications are integrated into our ticketing system, enabling triggered and follow-up contact points.

REPORTING AND INSIGHTS

A full suite of reports can be customized to individual client needs, including call center metrics, ticket completion statistics, and customer outreach engagement. Program reviews focus on best practices and providing insights to improve outcomes.

BENEFITS:

- Improved Efficiencies
- Quick Deployments
- Reduce Overhead
- Move Fixed to Variable Costs
- Improved Customer Satisfaction
- Access to Subject Matter Experts

www.superiorpress.com
(562) 368-1700

ON TIME. THE FIRST TIME. *EVERY TIME.*