

What's Best.

On Your Maintenance Service Agreement

NEWS & VIEWS FROM RICHARD N. BEST ASSOCIATES, INC.

The Best Maintenance Service Agreement

Read how **Richard N. Best Associates, Inc.** reinforces the service plan with impressive response time, knowledgeable technicians and replacement part inventory...



The Best Plan Explained

The Best Plan is a comprehensive maintenance service agreement tailored to meet your company's individual needs. We review your individual situation and make a recommendation based upon your principal concerns; whether it's a full service plan, a preventive maintenance service plan, or time and materials, you can count on us to be there with quick response and quick resolution.

The Best Plan provides knowledgeable, professional service. In highly competitive commercial markets like yours, service is extremely critical; prolonged downtime caused by prolonged response time can cost a small fortune, which means you must have absolute confidence in your service provider.

The Best Plan is designed to keep your budget in line; the last thing you need is a plan stacked with budgetary surprises. Because client relationships are important to us, pricing is always up-front and based on a fixed contract or pre-determined hourly rate.

The Best Plan is responsive; over a one-year period, our service response time averaged **90 minutes**. And when technical support was required, our trained professionals typically were on the job in one to three hours. In service, credibility is the name of the game. Our response times clearly indicate that we find prolonged delay just as intolerable as you do.

The Best Plan offers preventive maintenance in the belief that being proactive may uncover a problem before it occurs, which helps provide you with an additional sense of security. Gates are a classic example; although designed to offer years of service, your preventive maintenance schedule can maximize their operation to ensure the greatest opportunity for prolonged life and increased uptime.

The Best Plan is versatile; so versatile that, should the need arise, we implement a free part loaner program. With the loaner program, you can take confidence in how we intend to support your automation systems; here again, we seek to minimize your risk and maximize your management capabilities.