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Parts Now! Announces Agreement With MWA Intelligence

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MIDDLETON, Wis. — MWA Intelligence Inc. and Parts Now! announced the availability of MWAI's Intelligent Service module at reduced pricing.

The agreement is the first of its kind between MWA Intelligence, a leader in remote asset management tools and mobile workforce automation systems and services, and a distributor. Parts Now! is one of the largest distributors of HP, Lexmark and Canon laser printer parts.

The Intelligent Service module enables service companies to move to the next level in their growth. The solution automates and optimizes processes surrounding service dispatch, help desks, part replenishment, and credit collections. And, by ensuring productivity levels with Intelligent Service, companies can focus on what really matters — their customers.

"Office equipment dealers and service providers will have the opportunity to conveniently acquire their parts and professional service solutions in one single step and be rewarded with lower pricing for their proactive approach," said Michael Stramaglio, President and CEO, MWA Intelligence Inc. "While supporting their technicians' day-to-day needs, dealers can also grow profits through the increased efficiency and quality of customer service, all of which is made possible by MWAI's Intelligent Service module."

"As dealers look to generate new sources of top-line revenue and improve the margins of their aftermarket sales and service organizations, the combined offering of Parts Now! and MWA Intelligence should be a tremendous boost," said Bill McLaughlin, director of managed print solutions at Parts Now! "Our joint announcement brings together two industry leaders with one single point of focus — office equipment dealers and their clients. The goal is enabling more timely response — from parts to professional services — which should minimize downtime and drive greater user productivity."

MWAI Intelligent Service is a turnkey solution that collects, manages and reports real-time and historical data for service management. In turn, this means efficient and effective management of service operations, which enables better business decisions today and in the future.

Parts Now! sees the MWAI agreement as another step in its global expansion and its evolution into a solutions provider.

"At launch, this agreement will enhance the customer service level of our North American clients," said Kevin Guy, Vice President of Sales and Marketing at Parts Now!. "Long term, our goal is to expand and offer MWAI Intelligent Service in each of the global markets where our customers compete."

Contact Parts Now!

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