

# **INDUSTRIES WHO USE SBM ELECTRONICS**

## **CALL CENTER QUALITY MONITORING**

Financial institutions, public agencies, catalog call centers and other service providers all benefit from higher employee efficiency and greater overall customer satisfaction. The quality of interactions among agents, dispatchers and call-takers with customers and the general public can greatly impact how an organization is perceived. That's why quality monitoring is so important to us at SBM. We offer the most reliable, up-to-date, user-friendly quality monitoring solutions with reliable trend-tracking and record-keeping functions. We can plan your customized solution, install all necessary hardware and software, train your employees and maintain your system. Key components to your solution may include:

- Contact recording
- Customizable evaluation forms
- Synchronized audio and visual screens
- Performance management
- Unified evaluation and playback workspace

## **COURTROOMS**

Courtroom and law enforcement interviews provide critical information to help solve criminal investigations. The proper recording and accurate file archiving of such interviews can make or break cases. Accurate daily logs can help all legal proceedings run more smoothly and maximize any legal staff's productivity. We at SBM have been providing extensive courtroom support to clients for over 25 years. Court administrators, court clerks, electronic court reporters, judges and lawyers find our products to be easy-to-use, reliable, cost effective and innovative. Our solutions and components capture, access, manage, archive and distribute digital audio records to make court officials' jobs easier and our court system operate more efficiently. In addition to recording and dictation solutions, we can support court administrative teams with our fax, printing, shredding and PC network products.

## **HEALTHCARE**

We know that healthcare professionals need accurate, easy, fitting technology solutions to better serve their patients and we believe that saving time and money should be healthy side effects of successfully selecting and maintaining equipment. Our proven expertise well-suits healthcare facilities, ranging from small private practices to large hospital network systems, so give us a call. Better technology and ultimately better healthcare can begin with a simple conversation about your team's needs. SBM solutions include:

- Desktop and handheld dictation
- Interface software
- On-site or off-site services
- Document imaging integration
- PC networks

## **PUBLIC SAFETY**

Emergency professionals rely on voice logging for internal review and scenario reconstruction. Our systems provide ease of operation, reliability, durability and accuracy. We couple high quality voice logging solutions for phone and radio communications with our own superior service and support to give you the best solution for your voice logging needs. Our solutions provide for the following needs:

- Event or scenario reconstruction
- Automatic number and location identification (ANI/ALI)
- Total recording or select recording of all radio and telephony messages
- Instant, one click replay of last call
- Solution integration with major providers including Motorola, M/A-COM and Plant Equipment
- Simple, efficient operating procedures

## **SCHOOLS & UNIVERSITIES**

Call recording systems, fax machines, printers and PC networks all aid in creating safe, state of the art learning facilities for our children, professional peers and communities. We at SBM have extensive experience working with individual schools, large school districts and major universities and colleges. Whether you need us to map out a campus-wide solution, train your team on new equipment or service existing machines vital to your day-to-day tasks, we are ready and willing to help. We are proud to play any size role in your efforts towards campus safety, classroom efficiency and excellence in education.

## **SMALL BUSINESSES & CORPORATIONS**

Companies, large and small, rely on their people and their technology to keep them in business. We at SBM include ourselves as part of our clients' "people." We take a customized care approach in building

and protecting each client relationship and strive to identify each client's unique set of needs. Beyond initial solution-planning, we provide maintenance, trouble-shooting and training services, in addition to system upgrades and system expansion based on each client's on-going development. Some of our product lines that might suit your business include:

- Call recording systems
- Quality monitoring software
- Dictation and transcription
- Printers
- Fax machines
- PC networks