

# 8 Reasons People Are Switching To QDS...



When you are shopping for any item, do you wonder if the sales person has your best interest in mind? Do you wonder about the company's position on value? Are you being sold? Are you being pushed the way they want you to go? In contrast, are you purchasing the solution that will be just right for your circumstances?

Gone are the days of those super slick sales tactics and keeping up with the Jones's marketing schemes. At QDS we treat our clients and prospective clients as individuals. We see you as what you really are, not just a prospect but a person with challenges to resolve. We ditch the pitch and actually do something that is becoming more rare... we listen!

Many of our prospects wonder why folks choose to work with us, and then continue to come back to us over and over again. So as good listeners and for your benefit, we would like to share some observations. Grab a cup of tea, hot chocolate or maybe even a Coke...

Now let's see why people are switching to QDS:



# 1. Current provider has not been completely truthful

Unfortunately, some people are just in business to make sales. They will tell you anything to “close the deal.” We’re not those guys. As a matter of fact, we are a refreshing breath of fresh air. We are all about honesty and what helps our clients be successful.

# 2. Current provider does not have enough options

There are vendors that simply don’t have enough options available to solve the real problem! These vendors sometimes try to force a square peg in a round hole. Few, if any, want a relationship like this. If this sounds painfully familiar, don’t let it continue; QDS has plenty of options to help you solve your challenges.



# 3.

## “Nickeled and dimed” by current provider

This has probably happened to everyone. When a quote is received, the perception is a tremendous value is being offered. Unfortunately, after the sale, invoices consist of charges that should have been, but were not disclosed in a quote. You will not see this practice by QDS.

# 4.

## They can't get any action in a timely manner if a problem arises

Are cries for help not being heard? My ATM, Cash Recycler, or other critical piece of equipment is not working properly. My clients are waiting. My customers are getting mad. Have you seen the drive through window line?

Does your staff hide in the vault or under a table when equipment breaks down? Do they know that it will be the second Tuesday of next week before service responds? You try to get in touch with your salesperson and you never hear back in less than a week. Then make their life easier by using QDS. We are not as fast as Superman but we are very responsive!



## 5. They are looking for a vendor that can handle it all

If you feel spread out when it comes to your equipment or service providers, we understand. No one likes having to manage 10 different contracts with 10 different vendors all renewing at different times of the year with different terms. Many of our customers choose us because we can take care of just about everything for them whether we sold it or not. One place, one phone call means you can get back to banking much faster, and spend less time managing all your contracts. We know as well as you do... customers are the most important part of your business.

## 6. They are searching for that vendor that actually DOES what they say they are going to do

What type of excuses have you heard? We have heard of many. I have a flat, a beaver went through my radiator, and on and on. One thing you can be sure of is at QDS we leave the excuses behind. When we say we are going to do something we do it. Under promise and over deliver is our motto!



# 7. They are looking for an honest vendor that does the **RIGHT** thing not the most profitable thing

We talked about this before during our square peg talk but it needs mentioning again. We are not going to sell you the most expensive piece of equipment, unless that is necessary to resolve your challenge. We are not going to push you towards what might be overstocked in the warehouse. Our Automation Specialists are going to listen to your needs. A solution will be developed that addresses your concerns, not your provider's concerns..

# 8. They are looking to reduce their operating expenses and don't know how to start

We take pride in being able to help our clients with much more than just equipment. We recognize our clients' needs, we understand budgets, and we are sensitive to staff reductions. You can rely on us to help you reduce your operating costs. It's not our first rodeo. We have helped many clients with similar challenges and we are capable of thinking outside the box to help you achieve your objectives.



# Switch Once and Stay for Life

As a bonus, you might want to know some reasons why people stay with us when they make the switch. The proof is in the pudding. If they switched to QDS and never returned to us, it's just not a big deal at all. But since they stick around for the long lasting relationship: that's something special.

## Reasons People Stay with QDS for life:

- The best service, on the widest range of products, of anyone in the business
- Direct Access to Ownership should it be needed
- Largest toolbag to solve YOUR problems
- Value – Simply making sure you spend the RIGHT amount of money to solve the problem
- Response – A real person to answer the phone, and Johnny on the spot response no matter what the problem
- We give you no reason to look elsewhere
- The happiness that comes from a PARTNER you can TRUST to help you

So that's it folks, eight great reasons that people are switching to QDS and seven reasons why they stay. I am sure you were able to connect with us on more than one of these topics. If you said, "heck yeah" to more than three... well it is time to give us a call. What are you waiting for? Give us a ring at 1.800.258.1168.

