



Schaus Roofing & Mechanical Contractors | Customer Service Win

Problem Met

After 16 years of demanding daily use Schaus Roofing & Mechanical's back office workhorse, the Genicom 38M dot-matrix printer lost a printhead to the throes of time and wear. Within a day, TallyGenicom's customer service unit had identified the outdated consumable and sent Schaus a brand new printhead. Now, the workhorse is back up and running, printing reams of massive spreadsheets, reports and financials.

On August 10, 1992, Schaus Roofing & Mechanical purchased its first TallyGenicom printer, a wide-carriage 38M model. At the time the TallyGenicom 38M was a top-of-the-line dot-matrix printer featuring high speed and reliable wide-carriage format which could easily handle the large spreadsheets Schaus prints. Schaus was happy with its purchase. The 38M never jammed and never needed oversight. It was quiet, fast and reliable. And after 16 years and one new printhead, it still is.

"It is the most reliable printer we have ever used," said Mary Flentje, controller and IT specialist, Schaus Roofing & Mechanical. "If the 38M went down for a week, two days or even one day, then we would be in trouble."

When, after 16 years, the 38M's printhead suddenly stopped functioning, Flentje had to act fast. She contacted customer service and was able to have the issue fixed immediately.

Each day, the 38M facilitates the crisp, efficient, and cost-effective production of Schaus' project spreadsheets, as well as payroll histories, bid reports and three and four-part documents such as W2 tax forms. The spreadsheets are essential for Schaus because they connect the owners to the company via financial data.

Most importantly for Schaus, TallyGenicom's resilient hardware has stood the test of time, adapting to new software interfaces and business demands, saving the company the cost of chronic hardware upgrades and training often associated with newer laser printer technology. The printer's wide range of customizable settings allows Schaus' employees to configure their documents precisely to changing company, industry, and system specifications.

Customer Feedback

"TallyGenicom's website was easy to navigate. I submitted the customer service request and in a little more than one day, the printhead arrived at Schaus' headquarters."

Mary Flentje
Controller and IT Specialist