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COMPANIES

2016

Bell and Howell continues to evolve at a rapid pace, and is succeeding at what many enterprises would love to do — be highly-relevant in today's marketplace by identifying and building upon their core skills.

Since its inception in 1907, the company has remained focused on providing innovative services and technologies that enrich customer communications and fulfillment for the world's largest finance, industry and public sector enterprises.

Bell and Howell now services over 50 brands of systems used in print and mail production, as well as other solution areas such as cash dispensing machines, wide format printers and even robotics. Its [Global Services](#) organization is ranked among the most sophisticated in the world.

Many companies are launching initiatives aimed at reducing their costs, simplifying administration and mitigating risk by consolidating maintenance services with a single vendor whenever possible.

[Bell and Howell Global Services](#) offers flexible multivendor equipment service programs to service and maintain all or part of the print and mail operation. These can include inserting, finishing systems, sorters, production printers, as well as pre/post equipment. And unlike other manufacturers, each custom plan can come with 24/7 telephone support, replacement parts, preventative maintenance, repair services and flexible service hours. And with hundreds of technicians across North America, they can reach nearly any location within two hours.

"Our customers love that they only have one number to call any time of the day for service," said Jim Feely, Bell and Howell's Senior Vice President and General Manager of Service Solutions. "And since many of our customers require non-conventional hours for service, with our flexible plans they can always expect our experienced technicians to be there to keep them up and running."

The Bell and Howell service team is backed by dozens of systems that help make the field service team's job more effective, including custom mobile apps and customer relationship management systems built on an enterprise SAP® infrastructure. These help the company to track every call that comes in, monitor response times and problem resolution. Additionally, the company use real-time customer surveys and call center data to monitor the level of service customers receive.



Jim Feely, Senior VP Global Business Services

Jim Feely is the Senior Vice President of Global Business Services at Bell and Howell. Jim brings over 25 years of industry experience having held both sales and service roles. Most recently, within Bell and Howell, he has held the position of executive director of sales, director of service and the director of worldwide technical support. Jim earned a bachelor's degree in business from Warren National University and an associate degree in electronics from DeVry University.

**EXECUTIVE
PROFILE**

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