

CompTIA PDI+ opens doors for Newman Business Solutions

Newman Business Solutions helps businesses effectively install and maintain their IT infrastructure. Newman recently recognised it could improve the breadth and quality of its service by certifying its electro-mechanical engineers in CompTIA PDI+. The CompTIA PDI+ exam assesses knowledge and competency of electromechanical components and tools, print engine and scan processes and components, colour theory, connectivity and networking.

“Certifying our engineers in CompTIA PDI+ has given them broader skills, improving the service we can offer our customers. This has meant bigger projects, reduced costs on service and repair, and more new and retained business.”
Newman Service Director, Jeremy McCarthy

Newman is a supplier of Sharp technology. In 2009 Sharp began requesting that its suppliers be CompTIA PDI+ certified, to help guarantee they represent the brand to the highest level. Newman was quick to realise the advantages of this and within 10 months of Sharp introducing the policy, Newman had accredited all its engineers in CompTIA PDI+.

Clive Allen Technical Support Manager Sharp (UK) Ltd said “Sharp are always looking for ways to improve support in the field, whilst also recognising the efforts of the field technicians. So when CompTIA launched PDI+ it was viewed as the perfect vehicle to achieve our objectives. Sharp devised a recognition scheme for the field technician that had CompTIA PDI+ as an integral component, and floated the idea to the Sharp dealer network. Newman were the first Sharp dealer to achieve Gold status along with their entire team CompTIA PDI+ certified, this is typical of the way Newman have always led with service and the development of their service team”

CASE STUDY



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- Long term customer

CompTIA Certifications

- CompTIA A+®
- CompTIA CDIA+®
- CompTIA CTT+™
- CompTIA HTI+™
- CompTIA Linux+™
- CompTIA Network+®
- CompTIA PDI+™**
- CompTIA Project+™
- CompTIA RFID+™
- CompTIA Security+™
- CompTIA Server+™

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CASE STUDY

Newman started to see benefits straight away. The engineers were already expert at installing and fixing products, but by raising their overall competence they were able to integrate the products with existing IT systems; work with customers' IT staff more effectively; and assist the customer to use the products to a higher degree. This meant more repeat business and larger scale projects as customers realised they could receive a fully integrated service from a single supplier.

Jeremy McCarthy says "Our engineers have become our best sales people. Because they understand the technology and can demonstrate that, our customers now come to us for more and more products and services".

Having all of their support staff trained gives Newman the added accolade of being a CompTIA PDI+ Authorised Service Centre. This allows them to prove to their customers upfront that they have the skills they say they do.

Newman has also found that after certifying its engineers, efficiency improved substantially. Because their engineers have a holistic understanding, systems are consistently set up correctly to take account of other integrated technology and potential failings are identified and resolved at the outset.

Being certified has also had a positive impact on the staff. "The engineers have an independent way of knowing they are as good as we tell them they are" says McCarthy. "That gives them a real boost that translates into better work, improved performance statistics and ultimately delighted customers".

One customer who has seen the difference is West Kent College, which uses Newman for a variety of its products and services. Melanie Morrison Manager of IT Services at the college said "With some organisations you might get one engineer to install the systems and another to manage the IT, and the two areas might not be coordinated properly. Because Newman's electro mechanical engineers are CompTIA PDI+ certified, they understand the IT aspect as well. We know we can rely on them to cover everything and to get it right first time. That saves us time and money and means we are likely to remain a long-term customer."