

*Supplying a range of operational services  
for IBM and non-IBM printers.*



## Hardware Support Services

To be competitive in today's marketplace, you must maximize production and maintain the highest quality levels possible. Getting the most from your printing resources has never been more important. We can help you achieve these goals by providing you with services that allow you to maximize your print capability.

The IBM® Printing Systems Company engineering and services teams are experienced with printers produced by many manufacturers. These professionals help maintain the highest degree of print reliability, availability and quality. This enables you and your staff to focus on other critical tasks.

### **World-Class Service Offerings**

IBM Printing Systems Company offers a wide range of services designed to complement and enhance your IBM maintenance service.

- **Installation Management Services**  
Combining our skills and expertise in the print environment, this service enables successful planning, rollout and installation of your print solution.
- **Installation and Disconnection Services**  
IBM can unpack, setup and install IBM or non-IBM printers. We can also disconnect, pack and ship any IBM or non-IBM printer.
- **SmoothStart Services**  
IBM provides an onsite implementation start-up service designed to accelerate productive use of your IBM print solution. This typically includes installation of hardware and software, configuration, operational customization and integration. This service may be tailored to your individual needs.
- **Inspection Services**  
IBM can assess the maintenance status of printers so they may be accepted into an IBM maintenance agreement.
- **Standby Services**  
IBM Printing Systems Company Customer Engineers can be dedicated to your account, either onsite or on standby, for critical print jobs.
- **Key Operator Services**  
We will provide onsite service to manage your consumable supplies. We will replace them as needed and implement printer cleaning and preventative maintenance procedures to maximize print quality and supply life.
- **Inventory Services**  
IBM can provide an accurate inventory analysis (one-time or at regular intervals), complete with serial numbers, models and locations. Unused printers can be collected and stored at your facility or disposed of in a safe manner.
- **Operator Services**  
IBM Printing Systems Company can provide training on IBM and non-IBM printers and printer attachments (such as pre- and post-processing equipment). This helps ensure optimal printer performance and seamless service—from operator activity to IBM support and maintenance.
- **Help Desk Services**  
We provide support and training on IBM and non-IBM printers for your help desk staff. This enables your help desk to become more effective in first line call handling and problem diagnosis.

### **Highlights**

- **Installation management**
- **Installation and disconnection**
- **SmoothStart**
- **Inspection services**
- **Standby services**
- **Key operator**
- **Inventory services**
- **Operator services**
- **Help desk services**

## Complete Service Offerings From Your Service Partner

IBM Printing Systems Company provides a broad range of services for printers and print environments. We constantly enhance these services to ensure that our capabilities meet your requirements.

In today's complex print and presentation environments, you need a single source that you can trust to provide a variety of services for your complete print environment. IBM offers the following comprehensive service solutions:

- Full range of maintenance and support for IBM printing solutions covering:
  - Distributed and departmental printers
  - Impact and laser printers
  - Cut-sheet and continuous-forms production printers
  - Mission-critical applications
  - Print-on-demand solutions
- Full range of maintenance and support services for non-IBM print environments covering:
  - Distributed printer maintenance services
  - Production printer maintenance services
- Added-value support services
  - Hardware support services
  - Software support services
  - Project management

## How to Contact Us

If you would like more information on our full range of printer service offerings, please visit our Web site at [www.printers.ibm.com](http://www.printers.ibm.com) or call us at 1-800-358-6661.



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