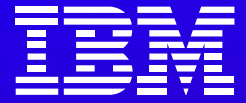*One-stop service for your print shop and mailing equipment.*

IBM

Mailroom Maintenance Services

Every business that mails invoices to customers feels intense pressure to get the highest quality print product out the door on time. Optimized cash flow depends on timely, high-quality invoicing. Businesses expect their print and mail operations to deliver this service flawlessly every day.

Marketing departments create increasingly complex mailings that can be tailored for each customer. This complexity requires expanded printing and mailing equipment capabilities. Without these capabilities, deadlines may not be met. This can result in penalties, reruns or outsourcing charges.

Limited budgets require that equipment last longer and deliver a consistent level of performance. Therefore, your maintenance provider plays a critical and fundamental role in the success of your enterprise.

Full Range of Equipment Support
IBM® is a worldwide leader in providing information processing solutions. We offer maintenance services for the entire range of print and mailroom equipment, including roll feeders, folders, separators, bursters, trimmers, stackers and collators.

One-stop Service
You make only one call for service on non-IBM equipment, just as you do for service on your IBM products. We can tailor our services to consistently meet the maintenance requirements of your critical equipment. Our service is available 24 hours a day, 7 days a week, 365 days a year.

Preventive Maintenance
Prevention is central to our service philosophy. Our Customer Engineers implement rigorous procedures to prevent common machine failures and can stock a supply of spare parts onsite or nearby to reduce downtime.

Partnership Approach
We focus on maintaining partnerships with our customers. By working with you, we help maximize your print availability, enabling you to meet your business requirements. This, in turn, helps achieve our number one goal—a satisfied customer.

Highlights

- *IBM Service on your entire print and mailroom operation*
- *One-stop service*
- *Preventive maintenance*

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

- A range of maintenance and support services for non-IBM print environments

- 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 or call us at 1-800-358-6661.

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