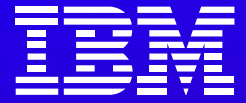


*Multivendor support—delivering improved service levels for your production printers.*



## Production Printer Maintenance Services

If you maintain a current investment in production print technology, you understand the need to maximize your print capability. Many large service providers offer one-size-fits-all approaches that are not tailored to meet your needs. In contrast, customized services help you meet your constantly changing business requirements.

Ultimately, your printers must be maintained to manufacturers' specifications and expectations, giving you the confidence to deliver the high-quality documents your customers expect.

### **Dedicated Team**

A dedicated team of Customer Engineers from IBM® Printing Systems Company delivers expert service to your printing environment. Because these Customer Engineers work solely on printers, they have the experience and skills to make the most of your print technology. A team of specialized professionals supports the Customer Engineers to ensure you get fast response and thorough answers to technical questions.

### **Service Level Agreements**

We are so confident in our ability to provide outstanding customer service that we encourage our customers to enter into service level agreements with us. These agreements describe your requirements for printer availability and performance so we both know what to expect.

### **Preventive Maintenance**

We'll perform preventive maintenance to meet all manufacturer requirements and specifications. We also deliver customized service to meet your specific business needs.

### **Service Commitment**

- Tailored response and target repair times to help you meet your business deadlines.
- Maintenance parts and spares may be stocked onsite to reduce downtime. That inventory is based on the number of machines in your account and your average monthly usage per machine.
- We provide national coverage to enable coordinated service activity across multiple locations.
- We coordinate and monitor preventive maintenance schedules with you to ensure they meet your service level requirements.
- Variable pricing options are available.
- Service coverage can be customized to meet your business needs. It is available 24 hours a day, 7 days a week, 365 days a year.
- IBM can provide full support on all your printing solution. This covers the entire print line, including all of the pre- and post- equipment.

### **Highlights**

- **Full service support for production printers and related equipment**
- **Variable options**
- **IBM quality service**

### **Partnership**

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.

## 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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