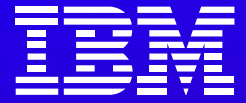*A comprehensive print solution
project management service.*

IBM

Project Management Services

Today's print environment is more complex than ever before. Installing new printers, especially across a network, can be a daunting task for any organization. Having the right project management skills and experience available during the rollout is often the difference between a successful installation and a long, costly and frustrating ordeal.

Many organizations underestimate the planning, coordination and testing required to ensure quick installation of new equipment with minimal impact to their businesses.

By using IBM® Project Management Services, you can leverage IBM's decades of project management skills and experience. Your dedicated IBM Printing Systems Company Project Manager will work to keep your installation on track and on time.

Planning
Your Project Manager will work closely with you to understand the technology, scheduling and training goals to be accomplished over the course of the rollout. We will translate your expectations into comprehensive, documented plans that cover the various aspects of installation, including the involvement of other vendors.

Focal Point
Your Project Manager acts as a single focal point for the project. This allows all feedback and progress to be channeled through a single function so that you get regular, accurate updates about your installation status.

Rollout Management
IBM can develop and manage a documented rollout plan for your distributed and network printers that includes key elements such as site readiness, pre-loaded software, schedules, test plans and training. We can also identify logical checkpoints and monitor service calls during the rollout to help ensure that remote users are able to use the printers quickly and effectively.

Installation Management
We can coordinate the efforts of field installation teams to install printers and related equipment when it is most convenient for your organization, with minimal disruption to your business. We can test printers to help ensure they meet their operational specifications. We can provide printer training for your remote users and work with your help desk to ensure that your local support teams are trained and involved.

Support
In the event that you require additional technical support, IBM can coordinate resolution of hardware, microcode or software errors. We can also work with other vendors to assist in problem diagnosis and resolve problems that might impact the success of your installation.

Customer Functions
We can undertake many tasks related to an installation that are traditionally done by the customer. These tasks may include communicating with remote sites, operator training and developing or rewriting procedures.

Highlights

- *Planning*
  - *Focal point*
    - *Rollout management*
      - *Installation management*
        - *Support*
          - *Customization*

Summary
All projects are unique, and this service is not limited to printer installations. Let IBM provide you with a Project Manager for any complex, geographically large or time-consuming printer-related project. We offer customized implementation of print room or mailroom relocations, stand-alone product training sessions, and migration to new print platforms. Our breadth of professional capability, expertise and experience helps ensure that you attain your goals as quickly and cost-effectively as possible.

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.

IBM®

G544-5575-00