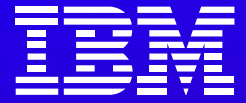


*A full range of software operational services.*



## Software Support Services

As the complexity of your printing environment grows, it becomes more important to exploit your print resources fully to get the most from your investment. Full availability and support for those resources are fundamental to your operation.

The IBM® Printing Systems Company services team is made up of consultants and professionals who have hands-on experience with equipment from major printer manufacturers. We help maintain the highest degree of printer reliability, availability and quality, freeing your staff to concentrate on critical business objectives.

IBM offers a wide range of services that allow you to use our skills and resources to effectively install and manage your print technology.

### **Service Offerings**

We can install, customize and test IBM print solutions to optimize the management of your printer environment.

### **Print Server Installation**

Installation of your print server, including customization of any IBM Printing Systems Company software product. This service also includes testing, restoring backup data and operator training.

### **AFP Resource Creation and Modification**

We can provide remote production or onsite assistance to design the following Advanced Function Presentation™ (AFP™) features into your print environment:

- Digitization/scanning of logos and signatures
- Creation of overlays, page and form definitions
- Creation of custom fonts

We can also train your staff onsite to do this design themselves.

### **Tuning and Performance Analysis**

IBM will evaluate your print system performance to determine bottlenecks and points of contention that may slow your production. We provide documented recommendations that include supporting technical data.

### **Installation and Customization of Software Products**

We can install and customize the following software products:

- InfoPrint® Manager
- Print Services Facility™ (PSF™) for all platforms
- PSM for AIX®
- OnDemand for AIX
- Other associated software products

### **Migration to IBM**

IBM offers a customized migration from Xerox, Océ, IBM 3800 and other line data platforms to all IBM AFP environments. This service includes current environment analysis, new architecture definition, workload evaluation, planning and implementation.

### **Highlights**

- **Migration**
- **Customization**
- **Installation**
- **Implementation**
- **Support**

### **Security of PSF Customer Environment**

IBM will work with you to perform an inventory of all PSF resources and create procedures to back up these resources effectively.

### **Support for PSF**

We can provide telephone help desk support for PSF that covers installation, utilization and access to our support staff to report PSF defect problems. This service can be customized to include other related IBM software products.

## **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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