

*Multivendor printer support—  
maximizing printer availability.*



## Distributed Printer Maintenance Services

Many organizations use a variety of printing equipment of various technologies and speeds, often attached to individual workstations, for specific applications or for general office use. The relatively low initial cost of purchasing these printers made them attractive to departments working within a limited budget.

If you're in this situation, you probably employ a number of service vendors to support your various printers. As a result, you may experience conflicting hours of coverage and levels of support. This can make the management of distributed printers complex and difficult. Moreover, with many service vendors involved, it is often difficult to determine the true cost of supporting your printers.

The best solution is a single, specialized, proven service provider who delivers a customized, consistent level of service to your network, departmental and distributed printers. Whether your printer is manufactured by IBM® or another vendor, you get the best overall printer service from IBM.

### **IBM Service Commitment**

We are committed to providing you with superior customer service. Now you can benefit from that same IBM commitment even if you own non-IBM printers. We maintain all printers to the high standard that we set for our own products. For non-IBM printers, we conform to manufacturers' specifications.

### **Single Point of Contact**

When you use IBM service, you make a single call with a single phone number. It couldn't be easier. And the best news is that you retain the personal service from your local IBM Printing Systems Company Customer Engineer.

### **Service Management**

Our number one goal is customer satisfaction. We pride ourselves on service backed by a world-class organization, delivered through proven service management processes. Let us bring the benefits of this capability to your multivendor environment.

### **Service Options**

- Tailored response and target repair times to help you meet your business commitments
- Various pricing options
- Flexible coverage hours—we are available 24 hours a day, 7 days a week, 365 days a year
- A range of additional support services are available

### **Highlights**

- **True multivendor service**
- **Consistent service across your enterprise, regardless of manufacturer**
- **One-stop solution**
- **Effective call management**

## **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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Dept. HT7/001H  
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