

*A complete service solution for  
your print environment.*



## IBM Service Solutions

No matter what kind of print challenge you face, IBM® offers a complete range of services that allow you to manage, maintain and transition your print operation. Whether the task involves hardware, software, upgrades or training, IBM provides the expertise necessary to help you accomplish your goals.

### **Maintenance and Support**

Whether you have IBM or non-IBM printers, you need flexible service offerings. 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.

IBM offers full maintenance and support services across a range of IBM and non-IBM printers and associated technologies. Our maintenance contracts encompass the full range of maintenance and support services for your printing solutions:

- Distributed and departmental printers
- Impact and laser printers
- Cut-sheet and continuous-forms production printers
- Mission-critical applications
- Print-on-demand solutions

We also supply a range of maintenance and support services for non-IBM printing solutions:

- Distributed printer maintenance services
- Production printer maintenance services

### **Hardware Support Services**

The IBM Printing Systems Company engineering and services teams have experience with printers from many manufacturers. They can help maintain the highest degree of printer reliability, availability and quality by providing you with one-time or continuous services.

IBM Printing Systems Company offers a wide range of services designed to complement and enhance your IBM maintenance contract, including:

- Installation management services
- Installation and disconnection
- SmoothStart
- Inspection services
- Standby services
- Key operator (management of customer consumables inventory)
- Inventory services
- Operator services
- Help-desk services

### **Software Support Services**

As the complexity of printing systems grows, it becomes more important to exploit your print resources fully. To help you accomplish this, IBM offers a wide range of services that allow you to leverage our skills and resources to effectively install and manage your print technology. These services include:

- Print Server Installation
- Advanced Function Printing™ (AFP™) resource creation and modification
- Tuning and performance analysis

### **Highlights**

- **Maintenance and support for a full range of printing solutions**
- **Hardware and software support services**
- **Customized service solutions**

- Installation and customization of software products
- Migration to IBM
- Support for Print Services Facility™ (PSF™)
- Security of PSF customer environment

### **Project Management**

In order to help you capitalize on your unique printing solution, IBM provides project management skills and a wealth of experience gained over many years through working with our customers.

### **A Total Service Solution**

We can provide you with a comprehensive service solution to help meet your business requirements. Please see your IBM Printing Systems Company Representative about designing a customized service plan for you.

## **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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