



# Multi-vendor Services

## Focused on Customer Satisfaction and Success

Developing a world-class service organization is a costly and challenging proposition. Add to that, delivering broad support programs with the response times that customers demand, at a cost most companies can't absorb, may not be feasible. And then there are concerns with geographic coverage and technical expertise of service teams.

But that's where Bell and Howell comes in. With more than 70 years of innovative service and support expertise to more than 50 manufacturers' product lines across North America, our customers can be found in banking, insurance, financial services, utilities, federal government agencies, casinos, graphic arts and other industries. We focus on the most effective utilization of people, processes and technology for seamlessly integrated solutions.

Additionally, Bell and Howell Global Services delivers the highest quality of service and best practices to all multi-vendor partners. Our highly-trained and certified Customer Support Engineers gain an understanding of your business and grow with you as technical support needs change. These field service professionals provide consistent response levels for all the complex electromechanical equipment we maintain. Additionally, we offer a range of services to streamline operations, raise productivity, improve efficiencies and reduce costs.

### Why Partner with Bell and Howell Global Services?

- **North American service/support infrastructure 24/7**
- **Customer Care Center - dual-path escalations, call monitoring**
- **Technical Assistance Center - Level 2-3 experts, sustaining engineering**
- **National part stocking network, distribution, and logistics**

For starters, a dedicated team of Bell and Howell project managers consult and develop flexible service programs to meet your specific needs — gaining a deep knowledge of your business, while continuing to enhance service delivery as your requirements change, and striving to align ourselves with your business goals. This is paramount in attaining the level of satisfaction and success that meets your expectations.

We also make significant training and development investments in our associates so that they can broaden their technical skills and capabilities to support you more effectively. Additionally, Bell and Howell delivers business training, leadership and management skills training. Where training and employee development is concerned, Bell and Howell has been consistently ranked in Training Magazine's Top 125 U.S. companies.

From our facility in Durham, NC, Bell and Howell offers product reconditioning services — a variety of customer and vendor that can be addressed with repair of components and assemblies. With vendor-supplied schematics, repairable part solutions are also available.

Bell and Howell Global Services takes a proactive approach to meeting your operational and financial goals. We are committed to service innovation, quality and customer success for the companies we serve.

## EXAMPLES OF SUPPORTED SYSTEMS

### PRINT AND MAIL PRODUCTION EQUIPMENT

When it comes to servicing print and mail production and processing systems, Bell and Howell excels. Our customer service engineers can service virtually any make and model of print and mailroom equipment including Ricoh, Pitney Bowes, Kern, Bowe-Systec, CMC, Neopost, DataCard, Otto Kunnecke, and many others. As true experts in print and mail, our service team can assist operators and supervise in planning and running complex applications, as well as train new operators and keep operations staff up to date on the latest tools and techniques available.

### DIGITAL PRINTERS

While many OEMs offer service options for their equipment, these options tend to be inflexible, expensive and fail to meet the overall needs of the customer. Bell and Howell offers more tailored solutions including servicing of equipment, consumables such as toner and developer, parts and supplies, refurbished/repared equipment and leasing options. Bell and Howell supports many OEM brands of printers, including Buskro, IBM, Hewlett-Packard, PSi, Troy, Printronix, Okidata, Océ, Lexmark, Xerox, Lasermax Roll Systems, Mutoh, Ricoh, RISO, RSI, Stralfors and more.




FOR MORE INFORMATION VISIT: [BELLHOWELL.NET](http://BELLHOWELL.NET)



 [bellhowell.net](http://bellhowell.net)

 800-220-3030

 3971 South Alston Ave,  
Durham, NC 27713

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