OEM Service Solutions

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Delivering a broad support program for your entire operation can be incredibly challenging and costly. Add in concerns with geographic coverage, and timely response times that customers demand, it can seem impossible to ensure that your entire operation is consistently running efficiently.

Let Bell and Howell be your single-source service provider to solve your toughest business challenges. Bell and Howell's OEM Service Solutions combines over 70 years of innovative service and support expertise, a nationwide network of 800+ highly trained customer support engineers, and technology infrastructure to ensure that your entire operation's equipment is proactively maintained and running smoothly. We support over 50 manufacturers' product lines across North America in the banking, 3D printing, insurance, finance, utilities, robotics, pharmaceutical, and retail industries.

It Begins with a Consultation…

A dedicated team of Bell and Howell project managers consult and develop flexible service programs to meet your specific service and support needs. We develop a deep knowledge of your business to design our service program options to align with your business goals. Our highly trained and certified customer support engineers also gain an understanding of your business to grow with you as your technical support needs change.
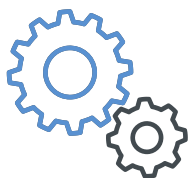

Award-Winning Training and Support

We make significant investments in our customer support engineers and our customers' service teams' training and development. This commitment to training allows our team to quickly and efficiently broaden their technical skills and capabilities to support you more effectively today and as your requirements change. We consistently rank on Training Magazine's Top 125 list, proof that our methods, technologies, and programs are among the world's best. Our team can even create and deliver custom training programs quickly and cost-effectively to ensure your products are up and running and efficiently as possible.

If you have a complex and costly service infrastructure, no infrastructure at all, and/or a wide variety equipment in your operation, Bell and Howell can help to cost-effectively simplify and streamline your service and support approach.
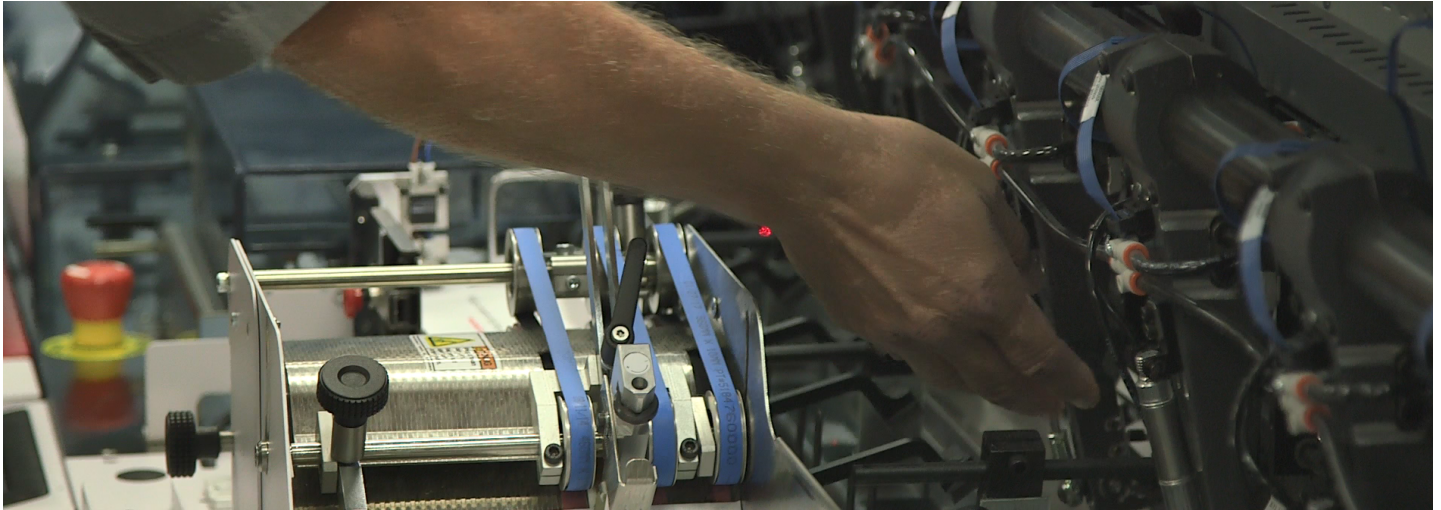
Key Features & Benefits

Highly customizable service and support packages to meet any unique business need

A nationwide presence of 800+ high-trained customer support engineers

Nationwide parts inventory and management network

Print and Mail Production

When it comes to servicing your entire print and mail production and processing operation, look no further. Our team can service virtually any make and model of print and mailroom equipment including Ricoh, Pitney Bowes, Bluecrest, Kern, Bowe-Systec, CMC, Neopost, DataCard, Otto Kunnecke, and many others. Our service team can also assist, train, and supervise your operators in planning and running complex applications. We can even train your team to ensure your staff up to date on the latest tools and techniques available.

Digital and 3D Print

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 toners, developers, parts and supplies, refurbished/repaired equipment services and leasing options. Bell and Howell supports many OEM brands of printers, including HP, Buskro, IBM, Hewlett-Packard, PSi, Troy, Printronix, Okidata, Océ, Lexmark, Xerox, Lasermax Roll Systems, Mutoh, Ricoh, RISO, RSI, Stralfors and more.

Robotics

From automated guided vehicles (AGV) in the fulfillment and manufacturing industries to automated pickup systems in the retail industry, our team can support, install, and even develop training for your team. Our team supports equipment from leading robotics technology companies, like SHARP, Cleveron, SEEGRID, Viscon Group, Astrophysics, and much more.

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