



# Printer Services

## Bell and Howell service offerings for production printing

Driven by customer demand, production mail operations have expanded well beyond traditional mail processing. Operators are now looking for a single service provider who can support multiple systems - not just the traditional mailing equipment. In a modern mail shop, service providers must also be able to support the production printing line.

To address this growing need for printer support and the desire for a more cost-effective alternative to OEM services, Bell and Howell has introduced complete support for new and discontinued printers, as well as related pre/post equipment.

We have developed a solution to keep your valuable black-and-white production printers – specifically IBM/Ricoh Infoprint 3900, 4000 and 4100 systems – in operation and help you delay your investment in next generation systems.

Our flexible offerings include comprehensive around-the-clock service options aimed at supporting production mail and print operations from beginning to end. Mailers who consolidate their preventative maintenance agreements by adding printer services will save substantial money, simplify their vendor management, and receive superior service.

### FLEXIBLE PARTNERSHIP OPTIONS:

While many manufacturers offer a few service choices for their printing equipment, these options tend to be inflexible, expensive and fail to meet the overall needs of the customer's specific situation. Bell and Howell will work with you to customize a service plan around the unique requirements of your business.

These tailored solutions may involve custom service hours and can include preventative maintenance, workflow and document management consulting, replacement parts and supplies, and complete equipment refurbishing.

### ONSITE SERVICE FROM TRUE PROFESSIONALS

Our highly trained, certified Customer Support Engineers (CSEs) work to gain an understanding of your business, and they grow with you as technical support needs change. These field service professionals provide consistent response levels for all the complex equipment we service and maintain.

## SUPPORTED BRANDS

**Bell and Howell supports over 25 brands of printers and pre/post production equipment, including:**

- Buskro
- Duplo
- IBM/Ricoh
- Horizon
- HP
- Hunkler
- Lasermax/Tecnav
- Lexmark
- Océ
- Okidata
- Printronix
- Profold
- RISO
- RSI
- Screen
- Stralfors
- Xerox



## SERVICE OPTIONS INCLUDE

- Preventative maintenance
- Scheduled maintenance / tune-up
- Replacement parts
- Certified refurbishing
- Conversion to lower-cost toner

As true experts in print and mail production, our service team can also assist your operators and supervise planning and running of complex jobs. Additionally, they can help train new operators and keep staff up to date on the latest tools and techniques available.

### AROUND-THE-CLOCK ACCESS

Many businesses need service available at any time, not just when it is convenient for their service provider. Bell and Howell's service support is available 24 hours a day, seven days a week.

As a Bell and Howell customer, you have around-the-clock access to live support through our U.S.-based Customer Care Center (CCC), which serves as the interface between you and our service professionals. Through the CCC, you may order parts, request a service call, and track the status of your orders.

### BACKED BY EXPERT TECHNICAL SUPPORT

When you need help that goes beyond simply ordering parts or asking a basic question or your CSE runs into a particularly difficult challenge, you have ready access to additional technical resources.

Our Technical Assistance Center (TAC) is staffed with experts on many common problems that field service personnel face, and they have access to detailed technical documentation to assist the onsite technician. When escalation is required for further assistance, we have a team of Technical Service Engineers – subject matter experts – to provide you with an even greater level of expertise.

### REFRESH YOUR OPERATION WITH CERTIFIED REFURBISHING

Instead of discarding equipment or tolerating sub-par performance levels, Bell and Howell can refurbish your aging production printers, bringing them back up to factory specifications. We will perform a thorough cleaning, restore the configuration for your application, set-up and test for optimum print quality, stage in a test environment, and perform a set of final checks. In the end, your printer will be as good as new!




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



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

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