

“Delivering exceptional not just acceptable service”



# why choose canotec **service?**

ensuring uptime, device reliability and total peace of mind

## Service & support

You have chosen your new equipment or solution, now it is about getting the maximum return on your investment and experiencing unrivalled levels of reliability, performance, care and ongoing support. Through Canotec's dedicated Canon, HP, eCopy and IT systems engineers, we aim to deliver *exceptional* not just acceptable levels of service for our customers.



## What does a Canotec customer receive when they take out one of our service cover agreements or Canotec Care Packs for IT systems support?

Our standard agreements cover you for the following:

- Industry leading response times and first time fix rates
- All parts, labour and consumables
- Preventative care and ongoing customer support

Our Care Pack Options includes all standard agreement cover plus IT solutions and software support:

- Full and instant remote assist
- Pro-active monitoring\* and device management
- Ongoing driver/application support and upgrades
- Additional training and optional performance reporting

\* Pro-active monitoring and automated alerting of your printer and copier fleet for all Canotec 3D Printview customers.

## Peace of mind

When choosing Canotec to look after your needs, you are placing your care in the hands of one of the UK's most experienced and qualified teams. We are Service Team of The Year for Canon UK, HP Certified Service & Solutions Partners and arguably the most experienced eCopy and document capture solutions support team in the UK.

## Support infrastructure

- UK Service cover with offices in London, South & South West
- Average of 10 years experience, per engineer
- Microsoft MCP, MCSE, MCSA
- HP, Canon, Toshiba, Kyocera, Uniflow, Safecom, eCopy & INVU certified
- Qualified training and project management

## Dedicated back office support team

- Dedicated IT & Support Centre in Hampshire
- Remote diagnostics\*\* & proactive monitoring\*
- Over 90% first time fix rate
- Average response times well under 4hrs and under 2hrs within London

## What is the benefit to Canotec customers?

- Locally based teams, offering you “on your door step” support and consistent faces for continuity of care.
- Increased uptime through first time fix means machine is working for more of the time.
- Motivated and knowledgeable people working hard for you. Consistent care.
- Instant access to spare parts - if a part is required the technician is more than likely to have it in his car.
- Support calls answered instantly - less time on the phone for you when booking service calls.
- Fast resolutions to faults and pro-active support to predict and resolve issues before they even occur!

\*\* Remote diagnostic with “Go To Assist”