

Champion's MMS Printer Maintenance Services

- Increase business productivity, while ensuring printers are consistently maintained and available
- Reduce printer-related IT expenditures
- Track and manage assets via a secure portal

Consolidate all of your maintenance with one provider. Turn to the Printer Maintenance experts at Champion Solutions Group.

Champion Solutions Group's Managed Maintenance Services, consisting of a team of experienced and expert managed maintenance specialists, offers services that can help you to achieve significant savings on your organization's data resources by consolidating the administration of all support services. Our printer maintenance services deliver value through our proven maintenance management methodology.

- **High printer availability** helps contribute to the highest possible return on your technology investments.
- **Free up valuable IT resources** by shifting the help desk burden of printer-related issues to Champion.
- **Reduced printer-related IT costs**, which can represent up to 3% of company revenue
- **Increase end-user productivity** due to increased phone triage fixes, shorter help desk hold times, and a high percentage of first visit onsite "good fixes".

Printer Maintenance Highlights:

Reliable and Certified Field Engineers

Field engineers have on average over 10 years experience; manufacturer certified.

World-Class Service

- Live Help Desk Response – Level-one triage and level-two diagnosis
- Web-based incident creation and tracking availability
- Certified field engineers and required service parts to arrive on client site
- Short time window: Next business day in two hours (noon – 2PM local time)
- Two and four hour response, 24x7 coverage is also available

Industry-Leading Performance Metrics

- 99% live response on help desk
- 93% part and tech arrives NBD
- 88% of first visits reported "good fix"

Competitive Pricing

Champion's pricing is 20-40% on average below OEM list maintenance costs

Who to Contact:

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Key Benefits:

- ✓ Cost Savings
- ✓ Improved productivity
- ✓ High availability of printers
- ✓ Dedicated Specialists
- ✓ Experienced & skilled field engineers
- ✓ Free up Valuable IT Resources
- ✓ Contract Consolidation
- ✓ Web-Enabled Inventory and Contract Information
- ✓ Experience that Leads to Flexible Contract Management

Experience the Champion difference... Champion MMS clients focus on their core business and dramatically reduce the administrative overhead associated with managing hardware maintenance and software support contracts.

From flexible and consolidated contracts to Champion's dynamic, easy-to-use MMS web portal, Champion MMS clients save money, reduce expenses and increase productivity.



Evolve to Simplicity