

Printer Maintenance Services

In today's marketplace, business users find themselves struggling with their responsibility to capture, manage, deliver and preserve the company's asset information. With printing systems, the ability to track maintenance contracts, expirations, warranty end dates and update information accurately and in timely fashion is challenging and increasingly costly.

More and more, business users are turning to partnerships with companies like Champion Solutions Group, who can assist them in managing their printer assets by providing integration and access to supplier and customer data. With the people, the process and the technology, we are able to assist customers in the management of the IT assets and associated support.

The Top 10 Reasons Why Organizations Are Turning to Champion Printer Maintenance Services

- 1. Cost Savings**
Reduce printer maintenance costs by up to 30% and printer total operation costs by up to 50%. Champion's maintenance programs are generally priced 20-40% below OEM contracts, and effective execution results in reductions in consumables, acquisition, installation and upgrade costs.
- 2. Increased Productivity**
End-users spend less time dealing with printer-related problems through reduced help desk hold times, quicker entitlement, increased phone triage processes and a high percentage of first visit onsite "good fixes".
- 3. Increased Equipment Uptime and Availability**
Gain peace of mind in knowing your printers are consistently maintained and available so you can focus on your business goals. The ability to facilitate fast resolutions over the phone and an industry-leading first visit resolution performance in the field means that printer and multi-function peripherals are returned to good working condition quickly.
- 4. Free Up Valuable IT Resources**
By shifting the burden of printer-related help desk calls from the client's internal help desk to Champion and its service partners, client IT department bandwidth is increased for more critical internal projects.
- 5. One Stop Shop**
Champion can service virtually any printer model and type – laser, inkjet, dot matrix, thermal, line and wide format, plotters, POS receipt, and multi-function devices. Additionally, our services cover all printer components including rollers, maintenance kits, fusers, high voltage power supplies, pickup assemblies, and registration & output assemblies.
- 6. Dedicated Support and Specialist Team**
A proven track record of helping clients achieve savings on their printer maintenance by conducting a thorough analysis and assessment of their devices and providing recommendations based upon a proprietary knowledge base.
- 7. World-Class Service**
98% live help desk response, 93% of the time part(s) and field engineer arrive next business day, and 88% of first visits reported "good fixes".
- 8. Experienced and Skilled Field Engineer**
Champion and its service providers offer over 6,000 certified and experienced field engineers.
- 9. Prevent Printer Failures Before They Occur**
Through scheduled preventive maintenance, end-user education, and skills transfer, Champion is effective in lowering printer-related failure rates for clients.
- 10. Web-Enabled Inventory and Contract Information**
Password protected reports on enterprise-wide assets, including details such as maintenance costs and location activity – for printers and the entire portfolio of IT hardware assets – designed to facilitate the co-terminus of all existing maintenance contracts on a specific calendar date.

Contact a Champion Printer Maintenance Services Specialist today at 800-771-7000 x146