

# Code with CONFIDENCE<sup>sm</sup>



Redefine the possible<sup>sm</sup>



markem·imaje

a **DOVER** company

# Solutions tailored to your service needs

Markem-Imaje makes it easy for you to access the services that best suit you, and the way you do business

Deciding which Services package best fits the way you do business can be difficult. At Markem-Imaje we make it easy. **Code with CONFIDENCE** knowing our service offerings have the right answer at whatever level of service you require.

**“I want to do it myself”**

If you:

- Have staff that is well trained
- Have an ongoing training program to handle staff turnover
- Are comfortable keeping recommended spares on hand
- Are at ease with handling break-fix events
- Want to proactively protect your investment

Then our **MI Confidence Service** agreement will meet your needs and offer you the level of support you require.



**Which direction will you take?**

**Markem-Imaje Service agreements are designed to help you increase reliability, efficiency and profitability by:**

- Ensuring production output
- Maximizing life-cycle performance
- Providing cost predictability and optimization

## “I want help when needed”

If you:

- Would like to have an extended warranty plan
- Do not want to deal with the hassle of ongoing staff training and turnover
- Want to minimize your downtime from break-fix events
- Do not want to manage spare parts inventory
- Want continued maintenance of your printer
- Want to protect your investment in the short term

Then our **MI Confidence PLUS** Service agreement will meet your needs and offer you the level of support you require to ensure maximum production output.

## “I want complete cost predictability”

If you:

- Do not want to deal with the hassle of ongoing staff training and turnover
- Want to minimize your downtime from break-fix events
- Do not want to manage spare parts inventory
- Want continued maintenance of your printer
- Want to protect your investment for the life of the printer

Then our **MI Confidence Premium** Service agreement will meet your needs and offer you a predictable TCO throughout your printers' life-cycle.

### Benefits to fit your business

Review our technology Service agreement benefits to find the level of service that's right for you.

Service agreements	MI Confidence	MI Confidence PLUS	MI Confidence Premium
Duration	From 1 to 3 years	2 years	From 3 to 5 years
Firmware update	✓	✓	✓
Preventive maintenance <sup>1</sup>	✓	✓	✓
Break-Fix <sup>1</sup>		✓	✓
Wear & tear parts (selected)			Optional
Service consultation	Optional		Optional
Software support	Optional	Optional	Optional

<sup>1</sup>: Includes required parts, labor and travel



## Professional Services

Markem-Imaje offers a variety of professional services to assist you, from managing your projects to starting up your system and training your employees—all based on the level of support you require.

Start-up Services	Fast Start	Kick Start	Fresh Start
Start-up	✓	✓	✓
Synchronization	✓	✓	✓
Basic Operator Training		✓	✓
Technical Team Training		✓	✓
CoLOS Software Training		✓	✓
Integration			✓
Follow Up Visit			✓

Training Services	Basic Operator Training	Advanced Operator Training	Technical Team Training
Operate	✓	✓	✓
Maintain	✓	✓	✓
Basic Fault Finding	✓	✓	✓
Basic Repairs		✓	✓
Spare parts Replacement			✓

**Project Management** From project initiation through planning, execution and monitoring, Markem-Imaje provides expert guidance and consultation. You'll benefit from a single point of contact as we work to define your objectives, analyze risks, and tap into our global network of marking and coding solutions—all with ongoing management of your changing needs.

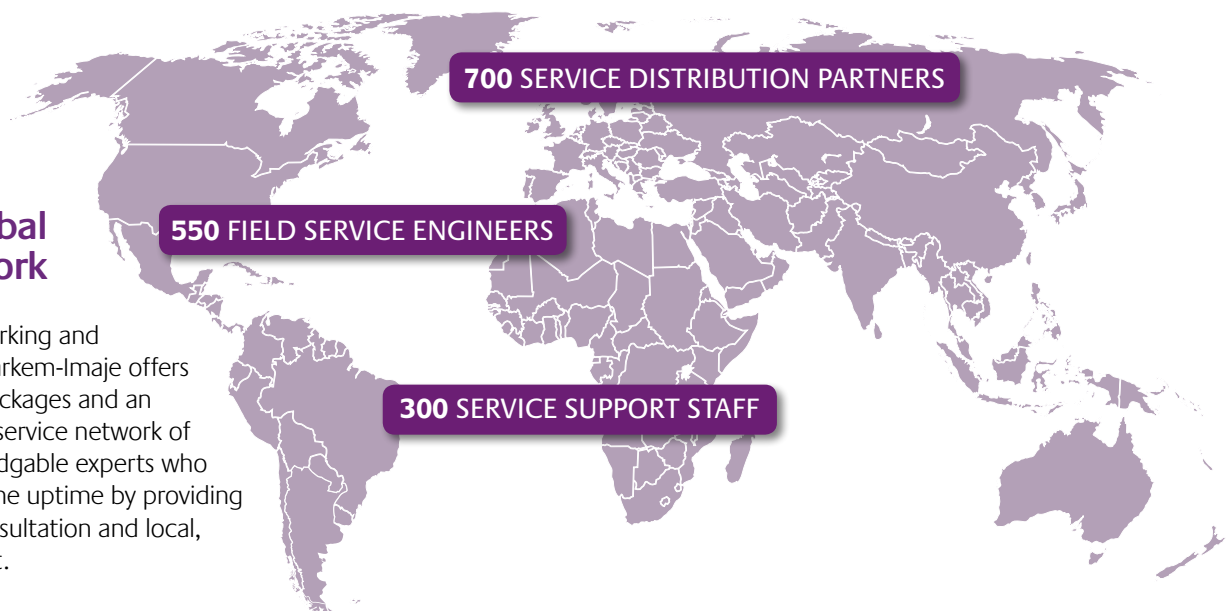
**Software Support** Markem-Imaje offers easy, flexible support for CoLOS software, designed to ensure continuity and protect your investment.

## Contact us

Talk to your local Markem-Imaje representative today about the possibilities of creative, high-quality marking and coding, or visit [markem-imaje.com](http://markem-imaje.com)

## Extensive Global Service Network

A global leader in marking and printing solutions, Markem-Imaje offers an array of service packages and an extensive worldwide service network of highly skilled, knowledgeable experts who protect production line uptime by providing remote technical consultation and local, on-site repair support.



Agency: [communicatorsgroup.com](http://communicatorsgroup.com) Photos: Thinkstock A1



**Markem-Imaje** Global Sales & Marketing Division  
9, rue Gaspard Monge - B.P. 110  
26501 Bourg-lès-Valence Cedex - France

**Tel** +33 (0) 4 75 75 55 00 **Fax** +33 (0) 4 75 82 98 10

Redefine the possible<sup>sm</sup>