



SERVICE

Fujitsu Multi-Vendor Service



The Advantage

At Fujitsu we take pride in providing the absolute best-in-class service for our scanner products. From our California based call center to our highly skilled field service staff, we strive to exceed a 90% fix rate on the first call or on-site visit. You can expect the same level of commitment on all of our Multi-Vendor service offerings. We understand that our customers have made significant hardware investments and we aim to provide the ultimate customer experience on all scanner equipment. With Fujitsu Multi-Vendor service we treat every manufacturer's product as if it were our own. Our expertise and industry know-how coupled with a task force of trained technicians makes our service offerings the most reliable in the industry.

We know scanning!

Did you know that over 55% of the scanner hardware deployed in the US are Fujitsu scanners? Our saturation in the market puts us in touch with thousands of unique users with different operations and business environments. This reach

has enabled us to put together a vast knowledgebase of information enabling us to improve trouble shooting and problem solving on the first call or visit. Our database also keeps track of every customer visit so we can anticipate our end users' needs and greatly reduce down-time.

We Listen & We Improve

We collect feedback on every call we take and every on-site visit we make. More than 25% of our customers take our post service survey so that we can truly understand the customer experience. Our in-house customer advocates further monitor all positive and negative feedback, so that we can seek continuous improvement and ultimately achieve higher customer satisfaction ratings.

Fujitsu Multi-Vendor Service Program

Benefits of Fujitsu Multi-Vendor Service

- One stop shop! Remove the hassle of dealing with multiple service providers
- Competitive pricing for a variety of hardware environments
- Access to third party parts, manuals and software upgrades
- Complete line of service offerings and response times from NBD to 4-hour coverage
- Proactively scheduled cleaning visit to maximize up-time
- Cotermious (monthly) service contracts available for simple invoice management and contract renewals



The Basic Service Program

- Onsite coverage of spare parts, labor, and travel for all hardware errors
- A singular cleaning visit, automatically scheduled
- One, two, and three year contracts with multiyear discounts
- Service available in Next-Business-Day and 4-hour options

What's available on your scanner model?

Check out our handy Multi-Vendor Configurator tool @ http://scanners.fcpa.fujitsu.com/resource_center/

Want to know more?

For more information or a customized quote on Fujitsu service, contact our knowledgeable Inside Sales Team @ scanner-sales@us.fujitsu.com or call 888-425-8228

Manufacturer	Scanner Model	Type of Service	Response Time	Duration of Coverage	In-Warranty or Post-Warranty
<input type="checkbox"/> BB&H	<input type="checkbox"/> 3200, 3210, 3600, 3610	<input type="checkbox"/> Basic	<input type="checkbox"/> Next Business Day	<input type="checkbox"/> 1 Year	<input type="checkbox"/> In-Warranty
<input type="checkbox"/> Kodak	<input type="checkbox"/> Sidekick 1200	<input type="checkbox"/> Advance Exchange	<input type="checkbox"/> 4 Hr	<input type="checkbox"/> 3 Years	<input type="checkbox"/> Post-Warranty
<input type="checkbox"/> Canon	<input type="checkbox"/> Sidekick 1400			<input type="checkbox"/> 1 Month	
<input type="checkbox"/> Panasonic	<input type="checkbox"/> Copiscan 6338				
<input type="checkbox"/> Ricoh	<input type="checkbox"/> 9090DB				
<input type="checkbox"/> All	<input type="checkbox"/> 9090DC				
	<input type="checkbox"/> 9125DC				
	<input type="checkbox"/> 9150DC				
	<input type="checkbox"/> Copiscan 8050D, 8080D+/S/S+, 8100D/D+, 8125D/D+/S Series				
	<input type="checkbox"/> XF8080				
	<input type="checkbox"/> XF8090				
	<input type="checkbox"/> XF8120				

Get rid of your old scanner. Learn about the Fujitsu Trade-In Program

Purchase select scanners that are eligible for the Trade-In Program. Learn more @ <http://us.fujitsu.com/scanners/tradein/>

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