



**POWERED BY KNOW-HOW,  
DRIVEN BY RESULTS**



# BBH Services

Anticipating rapidly changing business requirements is an absolute necessity in today's complex market. As businesses seek to control expenses and improve efficiency, they require flexible and scalable solutions that can easily adjust with the demands on the business, without over-investing in capital equipment or human resources.

## The BBH Services Advantage

As one of the premier service organizations in North America, BBH Services can help you transform your service challenges into competitive advantages. Our comprehensive suite of maintenance, training and support options accelerates ROI by integrating leading-edge technologies, robust performance analytics and proven methodologies.





# The BBH Services Commitment

With more than 70 years of experience, BBH Services has set itself apart with unmatched knowledge, reach, reliability and infrastructure. Our broad-based industry insight comes from servicing high-value equipment in a range of vertical markets, including insurance, finance, telecommunications, government, utilities, manufacturing and many others.

At BBH Services, we believe a highly integrated, strategic service partnership with continuous operational improvement is the best foundation for achieving business success. By becoming an extension of your business dedicated to delivering the highest levels of performance and value, we enable you to focus your resources on what matters most — moving your business forward.

## Knowledge is Power. And Profitability.

In today's operating environment, singular metrics alone — such as system uptime or availability — are no longer sufficient indicators of productivity or profitability. With electronic and software-driven systems becoming more sophisticated, higher quality operational intelligence can be used to provide real insight that can drive performance and process improvements.

# The Right Response. Every time.

BBH Services provides fast and effective response when and where you need it with a nationwide network of over 1,000 highly skilled service professionals and 24x7 access to Customer Care and Technical Support. Our technicians receive extensive training through our award-winning BBH University.

Continual assessment and development ensures that we are consistent and thorough in our delivery of service to you or your customer. From day one, our highly skilled service professionals deliver on our commitments.

Our inventory and logistics group ensures rapid deployment of replacement parts and supplies, and next-day delivery is guaranteed on critical parts orders placed by 9:30 pm.



# Service

We can expertly customize a cost-effective program that best fits your unique needs with scalability and flexibility to accommodate future growth. Whether you need single incident support or a total service solution that takes cost savings, efficiency and productivity to new levels, you can start receiving measurable value and peace of mind today from a trusted industry leader.



**Preventive Maintenance Agreements**



**Authorized Service Partner Programs**



**Remote Monitoring**



**Multi-Vendor Solutions**



## PREVENTIVE MAINTENANCE AGREEMENTS

BBH Services offers preventive maintenance agreement (PMA) services at a variety of levels to suit your needs, including traditional on-site resident service programs, on-call service, or specially tailored agreements for customers who maintain their own equipment. We can help you select service with coverage and affordability that's right for your business. PMAs minimize unplanned downtime, maximize performance, lower total cost of ownership, and extend the value of your investment.



## REMOTE MONITORING

BBH Services helps you realize continuous value by working proactively to optimize system performance, and monitor and evaluate potential problems before they become an issue.



## AUTHORIZED SERVICE PARTNER PROGRAMS

Original equipment manufacturers (OEMs) who need to outsource service functions have come to rely on BBH Services for total solutions. We simplify the complexity of maintaining support for multi-vendor environments. By leveraging the advantages of a single point of contact, you can benefit from streamlined communications and service requests, receive consistent service levels, and rely on a more cost-effective support structure. More importantly, enhanced operational intelligence can be gained to improve your ROI.



## MULTI-VENDOR SOLUTIONS

Because we are dedicated to continuous innovation, we maintain strong relationships with OEMs to better support end-user needs. Our on-site resident support for customers throughout North America provides us with insight into customer behaviors, product requirements, and industry trends. Taking this knowledge back to OEMs helps them create best practices for their products, and in turn, we improve the support service structure for their products.

# An Eye on ROI. Yours.

Customers have an expectation of a return on their investment. As businesses are increasingly challenged to do more with the resources they have, a trusted partnership with BBH Services can help you deliver the results you expect.

BBH Services can help. With decades invested in building a robust service organization, we have the expertise that can transform your business.

- > BBH Field Service, Customer Care and Technical Assistance Centers
- > Customer Productivity Solutions
- > Multi-Vendor Services

**Contact us at 800-220-3030 and learn how  
easy finding the right partner can be.**







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