

Priority ServicePlusSM

Peace-of-mind is just a phone call away

Now more than ever, it is extremely important to protect your capital investments in document production hardware and software with the right mix of preventative maintenance and incident support. When even the slightest setback can cost your company in lost revenue and time, your equipment needs to be protected by the best support, service and maintenance field force in the industry.

With BÖWE BELL + HOWELL, your access to our experienced 1,300 service professionals, or Customer Service Engineers (CSEs), is never further than a phone call away with our Priority ServicePlusSM program. Our CSEs are well-trained in our award-winning corporate training program and demonstrate the utmost level of professionalism, ensuring our customer commitment to provide excellent service.

Depending upon your service program, our strategically located field service force can guarantee an average response time of less than four hours during normal business hours. Each CSE carries an assortment of parts, often allowing them to quickly diagnose and repair or perform preventative maintenance on your equipment with little impact on your operation. If the CSE requires a part that is not on-hand, our partnership with a leading shipment company and next-flight-out availability ensures maximum uptime.

We also have one of the fastest escalation support structures in the industry for those rare, difficult-to-diagnose problems. If the on-site CSE is unable to identify the problem within a pre-determined window of

time, the next support level is automatically notified. This escalation process – from the on-site CSE up to the product engineers – is repeated until the issue is addressed and solved, once again helping to ensure the quickest resolution possible.

Features & Benefits

Our Priority ServicePlusSM program is backed by the following:

- 7x24 access to CSEs and parts support
- Local, regional and national service management and technical support
- Unsurpassed material handling and application expertise in the mailing industry
- Precision maintenance plans customized for your equipment and applications
- Tailored, guaranteed response times to meet your requirements
- Remote system support (where applicable)
- Around-the-clock escalation management

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