

MAINTENANCE

# ProServ Virtual Support Plans



## Around the clock support when you need it

**Customer support 24 hours a day, 7 days a week. manroland is available to help whenever the need arises.**

Today's print facilities run longer hours, often with multiple shifts, to meet customer demands. Therefore, you cannot afford to wait for hours for service support if your press goes down unexpectedly. For this reason, manroland now provides expert service and support around the clock, via the ProServ Virtual Support Plans.

### **How it works**

ProServ Virtual Support Plans are on a subscription basis, providing service and support for the customer 24 hours a day, 7 days a week, 365 days a year. Factory trained manroland technicians are on standby to work with your personnel via telephone or via TelePresence to solve technical issues and increase your uptime. ■■



For more information, and to discuss the best **printservices** solution for your needs, contact your regional PRINTVALUE consultant.

#### Advantages

- Your ProServ Virtual Support Plan covers one plant location, regardless of the number of presses installed at that location.
- In case of multiple plant locations, one ProServ Virtual Support Plan subscription is required per plant location.
- An optional web phone is available with your ProServ Virtual Support Plan, giving you a direct link to the support team from your press console using an ISDN connection.
- ProServ Virtual Support is staffed by Senior and Master Level Technicians, so you are assisted by technicians with the highest skill level.

#### Remarks

Learn more about manroland's complete range of training programs by contacting **printservices** today at **1.800.mroland** (800.676.5263) or visit us on the web at **www.manroland.us**

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