

# Hardware Maintenance and Support Contracts

Maximize your OEE and coding investment while reducing TCO with easier, more cost-effective access to experts and digital “Do it yourself” services.



Our services mark a before and after. Our digital support tools, virtual assistance and technical teams are here to help you at every stage of the customer journey—from startup and training through upkeep and repairs.

Together we identify and configure the right services solution to extend the lifecycle of your equipment and reduce your total cost of ownership.

With the market’s most comprehensive array of digital self-services, remote connections and on-site services, we enable improved operational efficiencies by securing uptime, boosting performance and quality.

We go beyond Industry 4.0 by empowering manufacturers with the proven on- and off-line tools to ensure more sustainable operations.

## Global benefits

- Global yet local, 24/7 support network for fast incident response
- Personalized, on-demand services throughout the solution’s lifecycle
- Quick recovery from unexpected issues and increased OEE
- Unique Advanced Exchange Service for broken parts to reduce downtime
- Cost predictability and reduced total cost of ownership
- Easy access to documentation, AI troubleshooting guides, videos and training, as needed



### Digital Self-Services

- **Portal & e-Commerce**  
View installed base, contracts, order and track spare parts and consumables 24/7.
- **Virtual Assistant 24/7**  
Cut downtime by quickly resolving technical issues thanks to our AI-powered knowledge base, live chat and escalations paths.
- **Connected Printer Services**  
Self-support and helpdesk printer services powered by secure IoT.



### Remote Services

- **Helpdesk Support**  
Access our experienced teams of engineers and technicians locally.
- **Advanced Exchange Service**  
Boost uptime with our unique program, allowing fast and direct replacement of a broken part.
- **Live chat agent support**  
Instant technical support 24/7 worldwide.
- **Remote Video Support**  
Instant remote support with live video guidance.



### On-Site Services

- **Preventive Maintenance**  
Sign-up for regular Preventive Maintenance visits to prevent costly, unplanned downtime
- **Break Fix visits**  
Markem-Imaje® has 850+ field service engineers worldwide to support you with break fix when needed.
- **Expert visits**  
Streamline coding operations, optimize the printer fleet and drive continuous improvements.

# Hardware Maintenance & Support Contracts: Ultimate



- Our hardware maintenance services are designed to optimize your line reliability, efficiency and business profitability.
- Choose between **Standard, Advanced and Ultimate** contracts to leverage your investment to the maximum while cutting costs.
- The Markem-Imaje services offering ranges from printer hardware and software contracts to rental and consumable programs. Our services mark a before and after, giving you a competitive edge.

Service Portfolio	Ultimate Level	
Digital Self-Services	E-shop & Customer Portal	✓
	Virtual Assistant	✓
	Virtual Assistant Plus	✓
	Advanced Exchange Service	✓
	Connected Printer Services	Optional
Remote Services	Helpdesk 8/5 Support	✓
	Live Chat 24/7 support	✓
	Remote Video 8/5 Support	✓
	Predictive monitoring services	Optional
On-Site Services	Preventive Maintenance visits	✓
	Expert visits	Optional
	Break Fix parts and labor	✓

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