

## **THIRD PARTY MAINTENANCE SERVICES**

The Single Source Solution Provider  
for all your Capture Products



# Top 10 reasons to choose Imaging 411 Service & Support

## **1 Low Price & High Value**

You get both with Imaging 411 as we consistently keep our pricing structure lower than the OEM's while still delivering the highest levels of support.

## **2 Treated like Family**

We know all of our customers by name and not by a letter of the alphabet or serial number. Our service staff will strive to adapt to your specific business needs and react accordingly.

## **3 A single support source with multiple contact options**

We service all the major brands of scanner hardware so you only need to remember to contact Imaging 411 when you need support. Our support services are easily obtained by all forms of communications, including phone, email and contact forms on our website.

## **4 Around the clock support 24/7/365**

Rest assured 411 is always just a call away no matter what time of day or night. You will always speak with a live U.S. based operator and can count on a return call from a technician within an hour to assist you.

## **5 Fast & efficient remote problem resolution**

Once a service call is received; our main goal is to return your equipment to full operating capacity as quickly as possible. In an attempt to expedite that process our technicians have special tools and training to try and resolve the call by phone or through remote access within the hour.

## **6 Proactive Preventive Maintenance scheduling**

If you pay for PM's as part of the service contract then you deserve to have them provided. We schedule your PM's in our system when you sign a contract with us. We also allow you to passively schedule them, but we don't wait for you to ask and hope you forget.

## **7 Part inventories throughout the USA**

In the event you require a replacement part and the technician does not have it in his stock, we have a 99% success rate in having the part onsite the next business day for you.

## **8 Flexible terms and programs**

Prefer annual, quarterly or monthly billing? Wish to pro-rate your maintenance contracts so they all expire at the same time? We offer all those options to our customers to ease the cost impact and reduce the paperwork.

## **9 Site environment monitoring**

We test the power, air temperature and humidity levels and make recommendations to ensure your equipment will run in accordance with the manufacturers specifications.

## **10 Risk Free Guarantee**

We not only claim to provide excellent service we guarantee it! If for any reason you are not satisfied with the levels of support we are providing you can call and cancel on the spot. No letters, no waiting periods, no nonsense. We will immediately refund you the pro-rated portion of your monies.

**WE DONT DEMAND YOUR BUSINESS, WE EARN IT**

WE EXCEL IN CREATING END-TO-END SOLUTIONS THAT MEET  
OUR CLIENTS' NEEDS AND EXCEED THEIR EXPECTATIONS.



### 411 Service Advantage

Imaging 411 is not a manufacturer thus we do not have a vested interest in which hardware products you purchase. Our team is happy to assist you in choosing the products that best suit your individual requirements and budget regardless of the brand.

We do not concern ourselves with creating fancy kits for our programs or sending you



boxes of consumables you will pay for but never use. Our focus is on providing you the best level of support at the lowest price possible.

### Traditional Service Offerings

- Onsite Annual Service Contracts
- Time and Materials based service calls
- Depot Repair
- Advanced Unit Replacement (AUR)
- Installation and Relocation
- Operator Training
- Manufacturer Warranty Service
- Consumables and Parts Sales

### Additional Service Offerings

- **Short term rentals** provided by our partner Scanner Traders Inc. Customers have an option to rent by the month complete scanning systems which include scanner, PC and capture software.
- **Loaner protection**  
If your Imaging 411 covered scanner should be down for more than 72 hours, we will provide a loaner scanner to minimize loss of production.
- **Single event PM services**- includes cleaning, inspection, and adjustment and operator instruction if necessary.
- **Disaster recovery plans**- we can help you devise a strategy to enable you to maintain production in the event of a disaster and includes the supply and delivery of multiple scanners to insure compliance.



## The Scanner Service Myth

Scanner manufacturers would like everyone to believe their service staff are the only people capable of repairing or maintaining their equipment. They use terms like “authorized” and “certified” to discredit other service providers that offer service on their product, like Imaging 411.

Some scanner manufacturers won't “authorize” any third party maintenance providers so they can maintain exclusivity on the maintenance and charge customers unreasonably high rates for the services they provide. Others only authorize one or two 3rd party service providers to make up for the lack of their own field staff and to exert control over these service providers.

Their hypocrisy comes full circle when the manufacturers attempt to provide services on their competitors equipment while claiming the manufacturers are the only authorized and certified service provider.

## The Truth is....

...repairing production document scanners does require a certain level of expertise and knowledge, but it's not limited to just the manufacturers. Imaging 411's technical staff includes many former technicians from the manufacturers who were “certified” by the manufacturers on all of the equipment we support.

As for parts availability, it's basically a violation of anti-trust laws for manufacturers to refuse to sell parts required for the repair of their equipment, although some need to be reminded by the Dept. of Justice from time to time.

As a reseller or end user we believe you should have the right to select the service provider that provides your organization the best service and value. We believe strongly in open competition and welcome the opportunity to earn your business and trust.

## About Imaging 411

Imaging 411 is a Value Added Distributor (VAD) of document capture solutions and 3rd party maintenance services. We are pleased to act as Hitachi Computer Peripherals North American distributor for their line of intelligent desktop scanners and SunRise Imagings 3 in 1 production film scanners..

Imaging 411 isn't a manufacturer so we can't demand or coerce you to use our maintenance services, instead we have to earn your business by doing a better job for you and your customers. Our service engineers are trained and certified on every scanner we offer service coverage on. We are committed to providing the highest levels of customer service in the industry and we back it up with our Risk Free Excellence Guarantee

Our 3rd party maintenance services provide resellers with outstanding customer service options, flexible plans at a much lower cost than the manufacturers and other 3rd party maintenance providers.



## Imaging 411, Inc

235-O Robbins Lane, Syosset, NY 11791, USA

866.411.4624 phone 516.333.7652 fax

[www.imaging411.com](http://www.imaging411.com)

