

Canon

CANON INFORMATION & IMAGING SOLUTIONS

Extended Help Desk Service

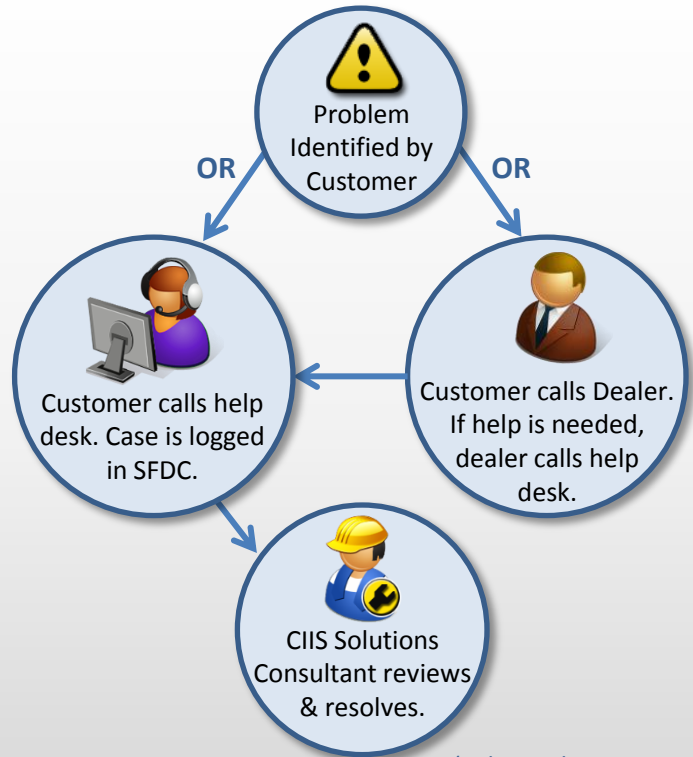
When faster response time and extended service is essential...



Does your company need additional, focused support to help ensure uninterrupted service in the most critical moments?

Extended Help Desk Service is a service offering that provides enhanced customer service for CIIS managed software solutions and deployments where uninterrupted access to business productivity tools are essential.

Above and beyond general software upkeep, Extended Help Desk Service offers faster response times, which means less downtime for your business, and direct, personal, first-level support, which means you speak to someone focused on your issues.



(enhanced support process)



Faster Response Time & Extended Service Hours

Extended Help Desk Service offers an upgraded service level, which delivers a faster response time than a traditional help desk service. Additionally, extended service hours are available for customers with extended needs.



Live Person, First-Level Support

In addition to elevated service levels for quicker response, Extended Help Desk Service offers personal support. A member of the CIIS Support Team will take first calls from either the dealer/reseller or directly from the end-customer and work with them in a hands-on approach to resolve the identified issues.



Why the Additional Service?

Typical Software Maintenance Agreements (SMA) cover maintenance of the software itself, such as, software fixes (or patches) for known issues, software upgrades or enhancements, etc... While the SMA is necessary for the upkeep of the software itself, Extended Help Desk Service goes above and beyond by providing additional benefits such as personal support and troubleshooting of general or environmental issues. It is perfect for those mission critical deployments where system downtime and interruptions are not an option.