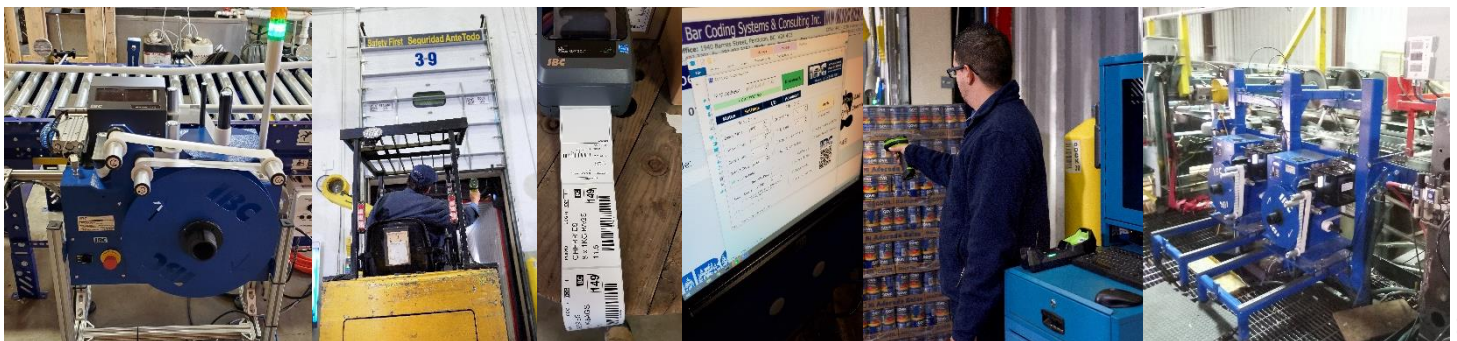




Installation Servicing & Maintenance Program

| INSTALLATION & TRAINING | DEPOT SERVICE | REMOTE SUPPORT | ON SITE PREVENTATIVE | BUNDLED SERVICES |
|---|--|--|---|---|
| <p>Weekday, weekend, or holiday installation.</p> <p>Includes training on equipment operation, maintenance, spare parts recommendations, and level 1 and level 2 troubleshooting.</p> | <p>8AM–5PM Weekday maintenance.</p> <p>Most parts stocked at head office.</p> <p>Minimum 1-hour diagnostic time.</p> <p>Average turnaround time 24-48 hours.</p> | <p>Available on contract as 8-5 or 24 hours.</p> <p>Remote support on hardware, networking, software, and consumables.</p> <p>Includes priority queueing for depot service.</p> <p>Requires minimum spare parts stocked.</p> | <p>Weekday, weekend, or holiday scheduled preventative maintenance</p> <p>Includes remote support and training</p> <p>Requires minimum spare parts stocked.</p> | <p>Installation, priority depot service, remote support, and on-site preventative maintenance bundled.</p> <p>Adjustable response time.</p> <p>Available with vendor managed inventory.</p> |

IBC's Support Service allows you to enjoy the benefits of our expertise for any IBC hardware, software, or consumables. We can even support non-IBC supplied equipment. With IBC's Installation Servicing Maintenance (ISM) Program you can tailor a solution based off your organization's needs. You can receive depot service and scale your services as your organization's needs change. Whether you need a simple printer depot service, or a bundled service with on-site preventative maintenance training and after-hours remote support, IBC has the tools and infrastructure to support you.



ISM.02



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