

IF IT WORX, IT'S



# TECHNICALLY DESIGNED TO SUPPORT YOU

Our Technical Services Department offer a wide range of support services to support our partner network. We are the perfect technical extension of our partners' businesses at many different levels.



[www.utax.co.uk](http://www.utax.co.uk)



## UTAX Direct Service

The UTAX Direct Service operation was set up to allow authorised UTAX Partners to outsource their service offering without compromising on quality or efficiency.

By using our service operation, you have access to highly-trained specialists with unrivalled expertise in the maintenance and support of UTAX equipment. Unlike third-party support companies, all our technicians (field, installation and IT support) are 100% dedicated to supporting our products and are, in fact, directly employed by UTAX.

The support available is multi-faceted and can come as individual elements or combined to provide a complete package. Our service is as individual as you are.

Our service can be deployed in various ways, such as:

- Total support – to manage your entire device fleet for you
- Geographical support – to cover devices outside of your normal geographical area\*
- Temporary support – to cover sickness or holiday cover
- Niche product support – for devices not commonly supported

\*UK Mainland only.

## Installation Service

Our team of dedicated specialists will build devices to customer specification following our stringent installation check sheet. This same team also manage the complete installation process from site surveys, pre-install and delivery, to networking and training.

All devices are carefully transported in our own vehicles all fitted with state-of-the-art tethering equipment and tail lifts by our fully insured and Advanced DBS checked personnel.

Our flexible approach allows you to be completely in control of the new device installation process.

- Stairs? Not a problem! Our installation specialists are fully trained to use specialist electric lifting systems from Liftkar, enabling them to lift even the largest of our multifunctional printers up 25 flights of stairs in one go\*.
- You want to deal with the networking? Sure, choose as much or as little support as you require! Whilst our technicians are fully trained to network all devices, we can stop at whichever stage you like. If you'd like us to deliver the devices and make them 'Green Button Ready' then that's where we stop\*.
- Complex IT requirements? Not an issue for us! Our installation team are fully trained to network in most print environments and can work closely with your IT teams to ensure smooth and quick integration of the devices onto your customers' networks\*.
- Old equipment to remove or relocate? We're happy to help! We can arrange for the re-site of any of old equipment, delivery to an alternative location or dispose of it, safely, in accordance with the WEEE Directive\*.

## User training

We have two levels of user training available – both delivered onsite at the new device – basic and advanced. Our basic, yet still comprehensive, training option, covers the fundamentals of operation.

Advanced user training covers all the basics in addition to more detailed information on features and functions as well as some entry level administration tasks.

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Here at UTAX we understand that printing is a business-critical service. We also understand our machines.

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\*Additional charges may apply for some services. Contact us for more details.

## Service Control Centre

The first people your customers speak to when they ring the dedicated Service line are our Service Controllers in our Service Control Centre.

Our Service Controllers manage the day-to-day running of our entire Service operation. They are responsible for managing all toner requests (either directly from customers or through our state-of-the-art automated monitoring system), booking and scheduling both service jobs and preventative maintenance visits and coordinating our Triage Team, IT Support staff and Field Technicians.

## Call Triage

As part of our service control centre, we have the Triage Desk.

Once a service call is placed, our Triage Team will contact the customer to confirm the issues they are having, and attempt to provide a remedy remotely. Currently, 25% of calls are resolved in this manner, without the need for an on-site technician.

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At least 25% of calls are resolved without the need for an on-site technician

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## IT Support

The basic service with us can be upgraded to include IT Support. The IT Support service is a telephone based diagnostic service, operating on a dedicated number for the remedy of issues related to printing, faxing and scanning with any UTAX device.

We will identify and diagnose issues and problems as well as setting up basic scanning and printing functions including basic tuition. If necessary, our IT Support technicians will connect remotely to the affected device using both Remote Access software and our proactive monitoring system.



## Field Technicians

Our nationwide fleet of UTAX employed and trained technicians are on hand in the unlikely event of issues with your customers' devices. All our technicians are highly skilled with many years of experience in maintaining printers, copiers, multi-functionals and associated peripherals.

Centrally controlled from our Service Control Centre in Swindon, our experienced field technicians carry a comprehensive van stock of manufacturer original spare parts and quality tools to enable them to fix, on average, 95% of issues on their first visit – ensuring downtime is minimised.

Driving in company liveried vans and in company uniform, all our technicians are issued with official UTAX identification, including details of their Advanced DBS clearance number. Their details can be checked with us at any time by contacting our Service Control Centre.



## Automated Proactive Monitoring

Our proprietary monitoring tool, designed specifically to work with our devices, allows us to proactively manage devices remotely.

We are able to remotely diagnose and fix device issues as well as perform simple maintenance such as firmware updates and automatically take monthly meter readings.

The software only communicates information stored on each device Management Information Base (MIB) and does not communicate any customer data. The data communication is protected with secure protocol (HTTPS/REST, XMPP) and configuration to open specific ports on firewalls is not necessary.

## Customer Satisfaction

What our customers think of us and the service we provide is important to us. To ensure we are delivering the best possible service we routinely conduct customer satisfaction surveys for all service calls.

We also conduct an Annual Service Benchmarking study with all our service customers to look at our offerings as a whole, to enable us to grow and develop. This annual study is conducted every April.



## Automatic Toner Replenishment

Our automatic toner replenishment system means that customers no longer have to keep stocks of toner on-site. As your devices are constantly monitored using our Proactive Monitoring tool, we are provided with regular toner level updates for each device.

When the toner level drops below a certain percentage, an order is automatically dispatched for the relevant replacement toner. All toner orders are dispatched via UPS on a standard service and are clearly marked with the serial number of the device they are intended for.

In most cases, toner is received well before you are aware that there is a requirement!

## Recycling

We take our environmental responsibilities seriously. In compliance with the current regulations of the WEEE Directive, we operate a secure take-back and recycling service for all our obligated waste including toner cartridges.

For more information regarding our WEEE policy and how to dispose of machines please contact [environmental.officer@utax.co.uk](mailto:environmental.officer@utax.co.uk)

### Toner Recycling

For toner recycling, our process is such that we 'recycle to destruction', enabling every component part to be recovered and recycled. More information regarding our toner recycling scheme, and how to request a return, can be found on our website: [www.utax.co.uk/environment](http://www.utax.co.uk/environment)



## Technical Assistance just for UTAX Authorised Partners

Available to support those partners with their own servicing teams, our Hardware Support Team are on hand to provide information, advice and assist with the resolution of more complex issues.

Contactable through our dedicated Technical Hotline (**01793 786000 option 4**) and via email at **technical@utax.co.uk** our team have a combined industry knowledge of more than 60 years and access to manufacturer technical expertise in both Germany and Japan.

Our technical managers provide regular hands-on technical training for all levels of ability in our dedicated Technology Suites in Swindon, Manchester and London. Bespoke courses can also be offered onsite for partners\*.

\*Charges may apply, please contact your local Technical Manager for more information.



## Workshop

Our well-equipped workshop, including state of the art diagnostic equipment, based at our Head Office in Swindon, handles complex repairs and manages our B-Stock provision.



## Technical Training

Technical Training is offered in all our Technology Suites, conducted by our Technical Managers. Each course is device range specific and covers a wide variety of subjects from initial set up to trouble-shooting and repair.

Class sizes are deliberately small to ensure each technician has ample learning opportunities. All technical training is offered free of charge\*\*.



\*\*Booking fees may apply subject to product purchase. Contact your local Technical Manager for more information

## Other Tools & Information

### Partnersite

Our partner only, password controlled partnersite has access to an extensive knowledge-base of service manuals, parts lists and instruction handbooks as well as drivers and firmware updates. The Partnersite also gives access to our Warranty Application portal.

### Technical Updates

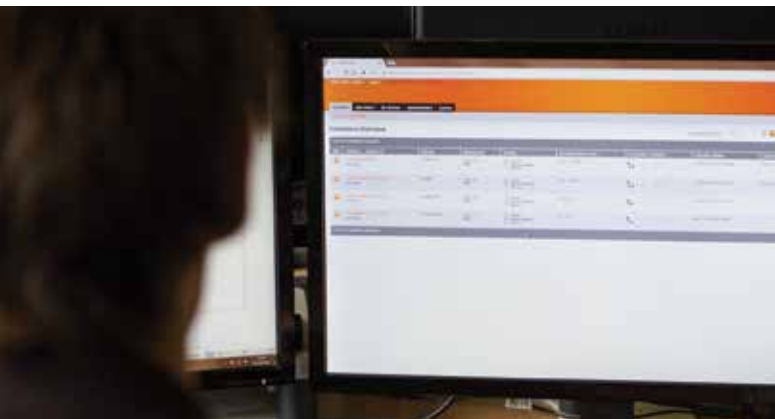
Our Monthly Technical Update email, sent to all our partner technical contacts, summarises all new Technical Bulletins, Firmware Updates and newly released service documentation which is available from the Technical Section of our partnersite.

### Parts Warranty

UTAX provides a 100% warranty\* of 36 months or recommended lifetime (whichever comes first) for the long-life unit parts resident in every new machine. We also offer an additional 12 months or recommended lifetime (whichever comes first) for every subsequent installed long-life part.

Our warranty is not limited to just our long-life parts but also includes a number of non-consumable spare parts (such as control panels, boards and motors) based on a minimum parts value\*.

Warranty applications are submitted through our simple online warranty portal and partners are kept updated on the status of each claim at regular intervals via email.



\*Subject to terms and conditions. Please contact your local Technical Manager for more information.

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## ABOUT UTAX

Established in 1989, the UTAX brand of digital office products is synonymous with quality and reliability, and with a hard-to-match product range, UTAX and our Partners provide solutions for all office output – encompassing digital copying, printing, fax and scanning equipment as well as cutting edge software solutions. Our dedication to service and support, together with our technical know-how achieve a standard in the industry that is hard to beat.

For more information call  
**+44 (0)1793 786 000**  
or email **sales@utax.co.uk**

**UTAX: THE UK NETWORK OF  
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