



BENEFITS OF A SERVICE PLAN

As a full-service solution provider, we take the hassle out of the configuration, deployment, management and service of data collection hardware. Our motto is “We Make IT Work” and that means we take our IT role seriously when it comes to supporting our customers.



Vast Knowledge Base



Experienced Technical Team



Fast Up-Time

Your internal IT team or local repair center can't be expected to know everything about each of the bar code scanning or mobile computing devices you use in your facilities. At Barcom, our team not only has years of experience working with these devices, but they are trained on a regular basis by the major manufacturers themselves. This allows Barcom to be an effective ‘first line of defense’ for service plan members because we take the burden of managing maintenance and repairs off your IT staff, so they have more time to focus on other priorities of the business.

When it comes to unit failures, connectivity or configuration issues, a service plan minimizes downtime by protecting your technology investment. The benefits include the ability to:



Plan predictable repair costs



Ensure your equipment has the **latest** engineering updates



Get more life out of your equipment



Decrease downtime associated with equipment failures



DRIVE DOWN COSTS, INCREASE PROFITABILITY

Your devices go the distance. They take the abuse brought on by a fast-paced, high-volume work day. This includes the occasional drop, bump or spill that may occur during the hustle and bustle of long shifts and busy workers. Service plans help keep expenses low and increase efficiency without the high costs associated with managing these devices on your own.



Handheld Scanners



Mobile Computers



Vehicle Mount Computers

Our service plans eliminate extensive downtime, keep costs low and maximize the life of your data collection equipment. From bar code scanning devices and handheld mobile computers to devices like vehicle mount computers for your forklift operators, our trained technicians get you back up and running quickly and efficiently. Staying connected with Barcom's support team means access to resources that keep devices performing optimally and contribute to a low total cost of ownership.

SERVICE PLAN OPTIONS

Each of our service plans are designed to keep operating costs low, keep your team up and running and provide a reliable, professional source for service and support.

LEVEL 1

BARCOM STANDARD SERVICE

\$250 per incident

This plan is designed to support the ongoing maintenance and support needs of units in the field.

PLAN INCLUDES:

- Call back from a Barcom Service Representative within 24 business hours
- Processing of manufacturing maintenance (warranty) plan return material authorizations (RMA's)
- Discounts on Barcom manufacturer-partner maintenance contracts
- Notification when case has been created
- Notification when case is assigned to a technical representative
- Notification each time your case is updated
- Final notification and request to close the case

LEVEL 2A

BARCOM PREMIUM SERVICE

\$300 per incident

This plan offers ongoing maintenance and support of field units with the benefit of same-day call back service.

PLAN INCLUDES:

- Same day call back from a Barcom Service Representative (Monday – Friday)
- All manufacturing maintenance (warranty) plan (RMA's)
- Discounts on any Barcom manufacturer-partner maintenance contracts
- Frequent incident communication updates on the status of your case
- Notification when case has been created
- Notification when case is assigned to a technical representative
- Notification each time your case is updated
- Final notification and request to close the case

LEVEL 2B

BARCOM PREMIUM SERVICE

\$175 per hour

This plan is ideal for those who prefer to purchase a block of service hours for programming support, integration assistance, temporary support for a large project or rollout, etc.

PLAN INCLUDES:

- Service is sold in blocks of 4 hours
- Includes all of the benefits in the Premium 2A plan
- Hours expire 365 days from purchase



Designed for time-saving convenience, Barcom Standard and Barcom Premium plans are both annually renewable to minimize disruption in service and keep your devices running optimally.



Don't lose another second of resource! Contact us today for the service plan that's right for you.