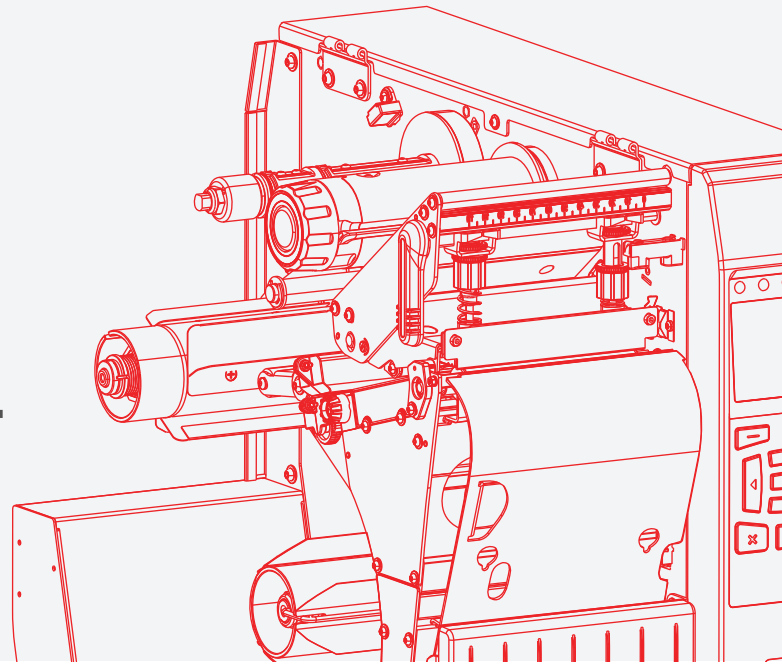




# CUSTOMER FIRST SERVICE AND SUPPORT



## Ensure Zero-Downtime at Zero-Charge When You Purchase your Consumables from MSM Solutions

When the success of your company is dependent on moving products out the door, printer interruptions and equipment downtime can have costly effects far beyond commitment letdowns and unsatisfied customers.

When you partner with MSM Solutions to be your dedicated consumables provider, you'll not only receive the high quality products your business depends on, you'll also receive the technical service and support necessary to keep your business running at zero charge with our Customer-First Service and Support Program.



## MSM Can Deliver 24/7 Support for Your Entire Operation



**Print and Apply**



**Labeling**



**Barcode**



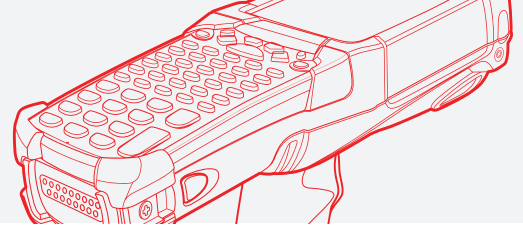
**RFID**



**Mobile Computing**

That's right - your purchase of materials may qualify you for the Customer First Program. MSM Solutions provides printer service and support for our dedicated consumables customers free of charge. In addition, we also provide extra value-added services for customers who purchase service contracts on mobile computers and scanners.

With over 30 years of experience servicing customers with mission critical print and label applications globally, we know what it takes to keep your operations running at optimal levels all of the time, and our Customer First Program will deliver the 24/7 protection your business needs, ensuring consistent uptime and minimizing costly printer and mobile computer incidents and failures.



The Customer First Service and Support Program offers the following types of **services and repairs for printers and mobile computers:**

- ✓ On-Site Repair & Maintenance
- ✓ Customized Depot Services
- ✓ Tailored Hot Swaps, Spares & Loaners
- ✓ Time & Materials Repairs
- ✓ Mission Critical 24/7 Support
- ✓ Customized Services
- ✓ On-Shelf Backups
- ✓ Routine Evaluations & Hardware Check-Ups
- ✓ On-Site Training & Installation

## Manufacturer and Vendor Trained **Printer and Mobile Computer Experts**

MSM Solutions is one of the leading independent printer and mobile computer service and repair centers in the southeast United States. We take great pride in ensuring that our customers' operations run smoothly and continually as intended.

We offer service and support for many of the leading AIDC printer and mobile computer brands including:

|           |               |       |
|-----------|---------------|-------|
| Zebra     | Intermec      | Epson |
| Sato      | Toshiba       | Sharp |
| Honeywell | Motorola      | CAB   |
| DataMax   | Advanced Poly |       |

## **Authorized Zebra Printer Repair Specialist**

MSM Solutions is an Authorized Zebra Printer Repair Specialist and our team of Customer First service experts are all certified Zebra Authorized Service Engineers with decades of proven industry experience.

