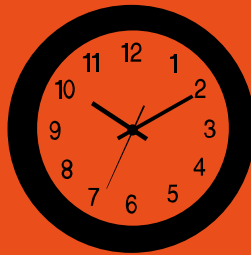




Based in Central London



Highly Qualified Engineers



Fast Response Times



Colyer CarePlan VIP

the all-inclusive solution to your printing needs

VIP





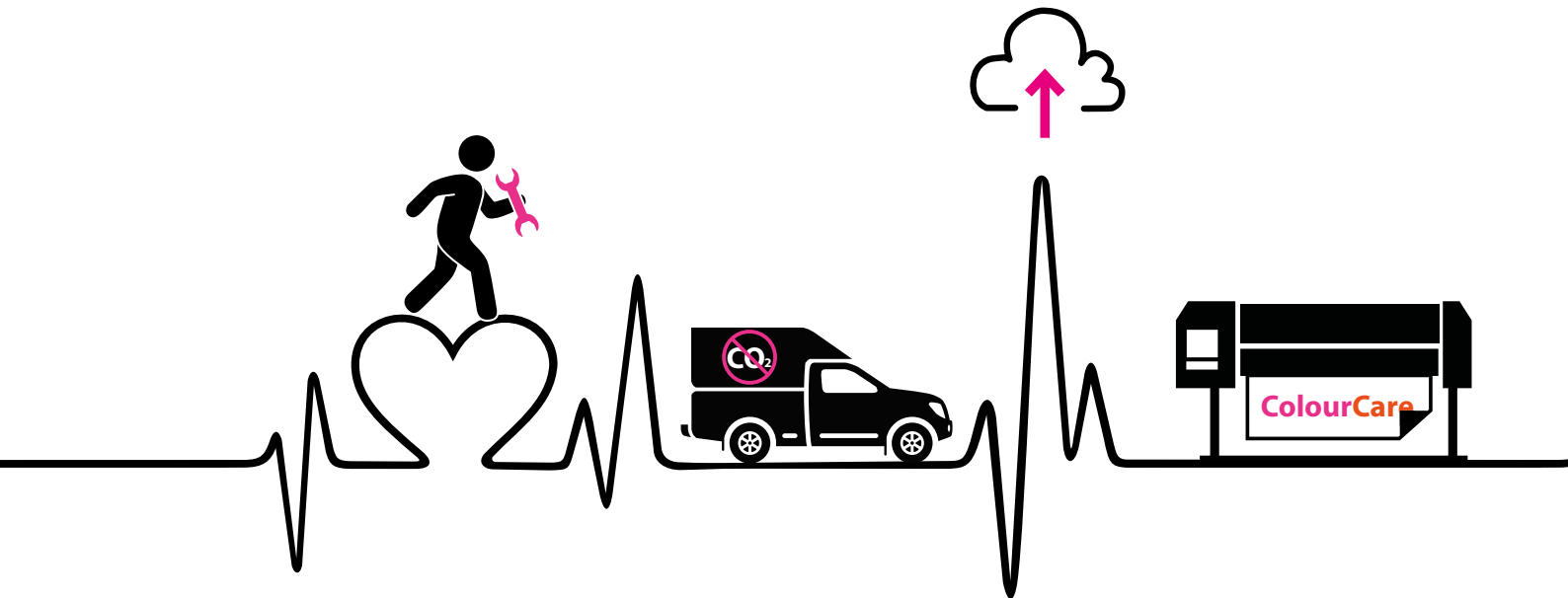
Value proposition

Colyer London is a specialist supplier to the Creative, Media and Graphic Arts Industry. This is a very demanding sector, not just in terms of service delivery and timescales but also technical expertise and colour accuracy. Say hello to our unique customer experience for servicing Xerox printing devices, exclusive and only available in **central London**.

Features

- All your assets are **automatically monitored** using cloud-based technology checking availability and consumable status. Customers are able to access the portal for real-time information on status, volumes and usage of the fleet.
- **Consumables are automatically shipped** before they are required without any customer intervention.
- **Engineering requests are automatically generated** when equipment requires servicing often resulting in a technician being dispatched before the customer is aware of a problem.
- Dynamic preventative maintenance driven by data from **remote monitoring** ensures maximum reliability of all assets.
- **Charging** is simple, timely and accurate, presented in the format of the customer's choice.
- **Service requests** are answered by customer services assistants immediately or can be placed online.
- **Response times** are contractually agreed from next day to 2 hours depending on how critical the machine is to your workflow.
- **Collaborative job ticketing** ensures full transparency and up to date visibility of all open issues together with full service history of every asset.
- **Fully inclusive** – all consumables are included in the contract. We can even include paper!
- **Fully insured** – we have Professional Indemnity Insurance of up to £10 million. In the very unlikely event of us making a catastrophic mistake we are fully insured to pay your claim.
- **Back-up Printing & Disaster Recovery** – if your printer stops working you can come and use one of ours.
- **Carbon Free Deliveries** – help make London a safer and cleaner place.





machine, and the **EZ meter** portal - which displays the current state of the customers fleet in terms of availability and consumable status in real-time.

Any service requests can either be placed by calling our customer services team where your call will be answered within a few rings or can be placed online by accessing the customer portal where all your equipment will be listed for easy identification in logging the call.

Simple Charging

We simply bill you every month for what you have used. The connected system knows exactly how many prints and copies you have produced and is always accurate, there is no room for error. Your invoices will be simple, accurate and timely, without any surprises.

Emergency Printing and Disaster Recovery

If your equipment fails right when you need it the most, we can print your artwork on our machines

straight away at your normal contract price, while we send our team to investigate and repair. This way you don't have to worry about a thing and can go on doing business as usual.

Preventative Care

Most of our Careplan VIP contracts include scheduled preventative visits for an expert engineer to give your printer a thorough check over, clean and lubricate where necessary and replace any parts that are nearing their expected life. This minimises the chance of troublesome printer failures and as we give the machine a clean and a polish at the same time keeps your printer looking pristine.

RIP Support

As a specialist supplier to the creative and media industry Colyer London understands the importance of accurate colour in a creative environment. We have years of experience in maintaining everything from just good accurate everyday colour through to a calibrated certified Fogra

workflow. Colour Management is included in most Careplan contracts and for colour critical environments customers may add a ColourCare contract option.

ColourCare Contract

A ColourCare contract will ensure that your printing equipment, whether inkjet or laser, large format or small, prints at the best possible quality and gives the best possible colour match. A benefit of having colour-managed printers is that the colours between different devices will become much more accurate and consistent. We use Fogra as the standard when setting up your workflow. Fogra is an independent and globally recognised organisation for implementing ISO standards in the graphics industry.

Our colour specialists will check and calibrate your machines at regular intervals and make sure that your printer continues to reach the required consistent standard.

VIP Service Comparison Table

Colyer VIP	BRONZE	SILVER	GOLD	PLATINUM
Engineer	Colyer	Colyer	Colyer	Colyer
Minimum Monthly Charge	£100	£200	£300	£500
Call logging by Telephone	●	●	●	●
London Service Desk	●	●	●	●
Call logging Online	●	●	●	●
Call logging Automated	●	●	●	●
Collaborative Ticketing	●	●	●	●
Online Machine History	●	●	●	●
Next Day Response	●			
8 Hour On Site		●		
4 Hour On Site			●	
2 Hour On Site				●
24/7 Request (standby charge)				●
Next Day Consumable Delivery	●			
4 Hour Consumable Delivery		●	●	●
Automated Consumable Request	●	●	●	●
All Parts, Labour, Toner & Drums	●	●	●	●
Basic Rip Support	●			
Extended Rip Support		●	●	●
Basic Colour Calibration		●	●	●
ColourCare Contract Option		●	●	●
Paper Inclusive Option		●	●	●
Reactive Response	●			
Quarterly Preventative Maintenance		●		
Monthly Preventative Maintenance			●	●
Monthly Accurate Automatic Billing	●	●	●	●
Loan Equipment				●
Use of Colyer London Machines		●	●	●



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you think we help you create

