



**With the right team,
you can focus on
what you do best.**

SERVICE AND SUPPORT

Service and support designed to enhance efficiency,
optimise capacity and improve customer service

Beyond print technologies

Quality, trust, customer-focused thinking and highly responsive service



Customer training, service and support are as integral to our services as the development of innovative technologies. Our support begins even before you install Fujifilm equipment and never wavers along the way.

We design our programs around your unique requirements. Quality, trust, customer-focused thinking and highly responsive service are the foundations of our promise to you.

Project management

When you partner with Fujifilm, you can focus on what you do best, while we take care of managing a solution that will make the most of your investment.

Our approach can include:

- ▶ End-to-end project management solutions
- ▶ Project design and management
- ▶ System specification and equipment procurement
- ▶ Implementation of a fully operational solution
- ▶ Assistance in realising entire projects

Technical training

Fujifilm can extend the life of your present systems, provide upgrades, or plan trade-ins.

- ▶ Onsite operator training
- ▶ Onsite maintenance training
- ▶ Software and applications training
- ▶ Fully-trained specialists provide in-depth product support





Customer support

Once our engineers install your equipment, they carry out regular preventative maintenance and perform emergency repairs or necessary maintenance between scheduled visits.

Their role is supported by:

- ▶ Local response desks working closely with customer support line and local service coordination, logistic and technical experts
- ▶ Same day delivery of spares in Sydney or next day for other capital cities to help minimise disruption and enable a fast repair time

Service agreements

Our 'total care' service agreements enable you to accurately calculate operating expenses and avoid unforeseeable risks that might affect your budgets. Downtime not only costs you money, but also wastes personnel resources and prolongs waiting times for your customers. With Fujifilm's 'total care' service packages your equipment's reliability will be improved, resulting in predictable costs, minimal risk and increased efficiency.

Benefits of 'total care' service agreements include:

- ▶ Highest levels of service delivery and response
- ▶ Remote services and proactive support
- ▶ System update and upgrade options
- ▶ Fleet of qualified service engineers nationally

Remote services

Online support provided through remote diagnostics.

Applications specialists and service engineers provide quick resolutions for issues such as:

- ▶ System error identification
- ▶ System diagnosis
- ▶ Troubleshooting
- ▶ Software support



Working with you at every stage of ownership

Get the most out of your systems from start to finish at every stage of ownership, from planning to start-up, through peak usage and renewal.

We help you simplify your operations in ways that let you spend more time focusing on what's important – the needs of your clients.

Upgrade

Right decisions for your future

Fujifilm can extend the life of your systems, provide upgrades, or plan trade-ins.

- ▶ Trade-in and upgrade guidance
- ▶ Software upgrades on an annual basis

Planning

Succeed from the start

We help you plan for the services that will provide positive results for you, your customers and your bottom line.

- ▶ Capital financial service
- ▶ Experienced project management
- ▶ Room design consulting solutions
- ▶ Customisable workflow solutions

Peak usage

Make the most of every day

Get the most out of your systems with improved staff skills and consistently high system performance.

- ▶ Comprehensive service agreements
- ▶ Fujifilm technology updates
- ▶ Fujifilm remote services
- ▶ Technical support and locally held spare parts for minimum downtime

Start up

Get to your customers faster

Get your equipment up and running as quickly as possible with minimal disruption to your workflow.

- ▶ Operator and maintenance training
- ▶ Profiling for optimal colour
- ▶ Training on application and workflow
- ▶ End-to-end installation

FUJIFILM Australia

Head Office:
54 Waterloo Road,
Macquarie Park, NSW 2113
T 1300 650 504
www.fujifilm.com.au

Specifications are subject to change without notice.

For further details and more information on the Fujifilm Service and Support, please contact your local Fujifilm Graphic Systems representative.

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