

smile<sup>SM</sup>



SMILETEC



Sacramento Valley • Central Valley  
North Bay • East Bay • West Nevada

1.800.790.7701 • [smilebpi.com](http://smilebpi.com)

Maintenance Services from **Smile**.

# Introducing SmileTEC Maintenance Services



## SmileTEC

Smile is dedicated to serving our customers with years of expertise, commitment, responsiveness, and support from our manufacturers. From our online Help Desk, to our experienced service technicians in the field, we provide our customers with unmatched service delivered on time. In addition to performing emergency repairs, Smile offers monthly service contracts tailored for any size copier and printer fleet.



## Expertise

Since opening its doors in 1997, Smile has invested significant resources in training our service technicians and providing them with the latest technological tools. This ensures that our customers receive superior service with unmatched responsiveness.

All Smile technicians are factory trained at the highest levels on the equipment that they service. This level of training combined with an average service experience of 20 years means that your MFP issues will be resolved on the first visit. Smile knows that technology is constantly changing and evolving, and, to keep pace, Smile technicians are consistently

cross-trained on all aspects of the equipment they service in the field. This includes everything from MFP mechanical repair to troubleshooting and correcting common computer network errors associated with your MFP.

## Commitment

Office technologies today have varying capabilities and applications. Smile understands that no two customers use their MFPs in quite the same way. This is why Smile technicians are committed to understanding your unique needs and working with you to achieve your technology goals. We understand how essential the MFPs are to your business.

By maximizing the abilities of your MFP and giving you peace of mind, your company can run more productively.

## Responsiveness

As the copier became digitized and evolved into the MFP, businesses grew more reliant on their equipment, needing it to be operational as much as possible. When your equipment is down, Smile responds. Smile has guaranteed its customers an average emergency response time of 2 hours as well as an average overall response time of 4 hours on all service calls. In each and every quarter since Smile's inception, this response promise has been kept. We will continue to maintain this high level of responsiveness because we know you rely on your equipment today more than ever before.

## Help Desk

Besides being known for their friendly disposition, Smile's dispatchers are trained to route your call to the technician who can resolve your issue as quickly as possible, either in the field or with our Help Desk. Our Help Desk is staffed not only by factory trained technicians, but also by Certified Network Engineers. Our ultimate goal is to get your back up and running ASAP!

## Time and Materials

Smile services any and all makes and models of copiers, faxes, printers, scanners, and MFPs at competitive rates. Our technicians will evaluate the repairs necessary and assist you in determining whether it is more effective to repair or replace your equipment.

## Maintenance Programs

In addition to providing time and materials repairs, Smile also offers all-inclusive maintenance programs that include parts, labor, toner, and unlimited access to our Help Desk, all at low monthly rates.

**Call for a free checkout for  
maintenance today!**

**Simplify your life.  
Simplify your business.**



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