



Xerox Customer Service

With you every step of the way



Making the most of your investment

When you invest in new technology from Xerox you expect it to enhance your organisation's performance, productivity and service. And you expect it to do so smoothly, efficiently and with the minimum of hassle.

Our technology

The exceptional build quality of our equipment takes care of much of that.

Our devices are pre-installed with helpful self-diagnostic tools, enabling them to monitor their own performance and quality. They make automatic adjustments when necessary or give you on-screen prompts to take corrective action.

Online, there are easy to use diagnostic tools. You can also log issues for our attention without the need to pick up the phone.

We continuously improve our software and hardware. By keeping you up-to-date we can help you boost productivity and protect your investment.

Of course, it would be impossible to guarantee you'll never have a breakdown or technical issue. So, if the worst happens, it's good to know that our expertise at minimising downtime is unparalleled.

Peace of mind

We know how important it is to have back up you can depend on. That's why our highly experienced support team is there for you when you need it.

With us you have access to some of the most skilled and knowledgeable individuals in the industry.

We are experts in meeting and anticipating your needs. Indeed, we like to think of ourselves as a partner in your business – a trusted partner that efficiently gets on with their job while you get on with yours.

A support solution that's right for you

Large or small, global or local, private or public sector...every organisation is different.

While some customers only need support during normal business hours, others operate an irregular pattern. And, in today's fast paced world, many of you run 24/7.

However you work, our customer-focused service solution lets you pick and choose a level that's right for you.

Experience counts

We have been meeting our customers' needs for more than 40 years.

Every customer is important to us. We value your business and understand what you're looking for.

You can rely on us to:

- Minimise downtime
- Help maximise productivity
- Provide peace of mind.



You need a support package designed around your organisation. You want minimum hassle, maximum value for money.

Standard

As standard all our devices are equipped with intuitive functions. There's also an easy-to-use 24/7 self-help website that enables you to solve many issues yourself.

Certain products feature a remote monitoring facility that lets us view the status of your machine and guide you to a quick fix.

Our Welcome & Support Centre lies at the heart of our service and is staffed by a team that is 100% committed to your needs. Skilled telephone-based technicians provide effective support, often resolving issues without the need to send someone on site.

Should a visit be necessary, our highly professional and accredited service engineers are dedicated to getting you up and running again as quickly as possible.

Rapid escalation to national and global technical support is available in the rare cases where more help is needed.

Globally, our network of almost 15,000 engineers is connected through a single collaboration tool. This massive knowledge bank gives them instant access to tips and solutions if required.

Designed for you

Over and above our standard service we offer a wide range of support options, each designed to maximise your productivity.

Every organisation has its own way of doing things, which is why we offer you the choice.

Talk to your Xerox account manager about creating a support package that's right for you.

On demand

There are times when you might need additional, short term support. For example, when a last minute order means you need to work outside normal business hours.

At times like these, uptime is critical.

It's reassuring to know you can take advantage of our on demand services. These include various forms of standby support and short term equipment rental.



Standard



Our core service is dedicated to resolving any issues as quickly as possible.

Designed for you



For added reassurance tailor a package of options to meet your needs.

On demand



When you need additional, short term support select from a range of extras.



Doing business sustainably

Here at Xerox, we have a long tradition of involvement in initiatives designed to reduce our carbon footprint and manage our business sustainably.

In Europe we offer customers several ways to help reduce the environmental impact of your printing business.

We comply fully with all relevant legislation concerning recycling in Europe. A growing proportion of our consumables is returned for recycling and we will continue to deploy technologies in the coming years to further improve the effectiveness of these programmes. We are increasingly able to offer comprehensive recycling capabilities, either at customers' premises or through a collection service.

The environmental footprint of our Solid Ink printing technology sets an industry benchmark level of performance. The range creates virtually zero waste from its printing process, saving on transport and disposal costs.

Our commitment to the environment also extends to the range of papers we produce and market. We work with partners to advance an environmentally sound paper cycle that includes sourcing from sustainable forests. We have earned 'chain of custody' certification from both the Forest Stewardship Council and the Programme for the Endorsement of Forest Certification.

Our technology and expertise puts us in a unique position to help you meet your own sustainability goals. We can help you work smarter, faster and in ways that are better for both your bottom line and the environment.