



# Onsite Equipment Repair

Nationwide printer service options and response times

## Nationwide, multi-vendor onsite service & support

Peak Technologies is one of North America's largest independent, maintenance organizations, specializing in supply chain technologies and forms handling equipment. With nationwide coverage in the US and Canada, we provide field service repair on most major brands of printer applicators, laser, inkjet, matrix and thermal printers.

## Experience counts

As an authorized and certified service provider, Peak offers over 35 years of experience and technology know-how. Our factory trained and certified Customer Service Engineers average 17 years of industry experience. To provide superior service, Peak has designed a service model with processes that ensure a focused professional delivery of service, including:

- Highly-efficient logistics support chain
- Automated dispatch and communications system
- Tightly integrated system that allows incident management, trouble ticketing and reporting to be provided to customers, regardless of location

## Service delivery options

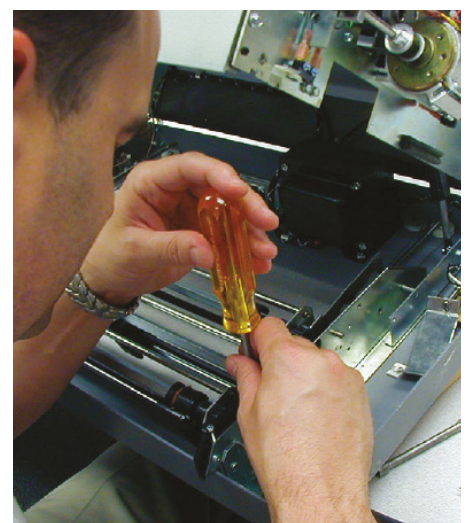
Choose from a variety of flexible, responsive and fixed-cost maintenance agreement offerings and select the maintenance plans that support your business objectives. We also provide repair services on a time and materials, per-incident basis and printer installation.

## Large parts inventory

Peak's "Spare in-the-Air" repair strategy provides overnight replacement parts. With a single call, Peak will identify the problem

## Business Benefits

- Nationwide coverage in both the US and Canada
- Authorized and certified
- Single source for your multi-vendor support
- Keep mission-critical equipment operating at optimal levels
- Large parts inventory ensures quick turn-around time



## Onsite Equipment Repair

Our comprehensive spares inventory and partnerships with industry leading manufacturers ensure the quickest possible turnaround, and our Logistics Support Team verifies availability, inventory, shipping and delivery from start to finish.

## Peak PRISM web-based service call management

PRISM is a password-protected, service portal that empowers customers to manage many service functions online, including:

- Placing service orders
- Monitoring call status
- Viewing service call history
- Centrally managing multiple sites

## Printers

Peak provides unsurpassed service and support on a wide range of impact and non-impact printers from all leading manufacturers, including:

CTM	Hewlett Packard	Printek
CAB	IBM	Printronix
Colordyne	Intermec by Honeywell	Sato
Datamax-O'Neil	Kyocera Mita	SourceTech
Duramark	Lexmark	Tally Genicom
Eltron	Microplex	Xerox
Epson	Okidata	Zebra Technologies

## Forms handling equipment

Our solutions include bursters, cutters, decollators, docking stations, imprinters, inserters, pressure seal systems, roll feed systems, shredders, transfer carts and more. We proudly support the following vendors:

Duplo	Formax	Hunkeler
RR Donnelley	Moore Wallace	

Peak sells, services and supports roll feed, pressure seal and forms handling equipment from Duplo as well as other manufacturers.

Peak offers a full range of warranty service upgrade and post-warranty maintenance services for RR Donnelley, providing customers a trusted single source for their hardware supply and support needs.

## Annual customer survey

To ensure that we continue to provide the best service in the industry, Peak conducts ongoing customer satisfaction surveys to help us identify what we're doing right and areas for improvement. We consistently reach outstanding ratings from our customers and we won't be satisfied until we achieve 100% customer satisfaction!



## Contact Us

Order online or contact us today!

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