

Let us solve
your service and
maintenance issues.



We provide unparalleled experience,
exceptional support and the protection
you need to ensure your systems run at
optimal performance.

Put the IdentiSys Certified
Tiger Team to work for you.

IdentiSys is North America's largest full-service identification and security solutions provider representing 70+ key suppliers in the identification and security marketplace to over 20,000 customers. We are committed to serving you with exceptional customer service, an expansive product line, on-site service, and an unparalleled experience.

Contact us to learn more about service maintenance agreements, professional services or for information about how our integrated solutions can benefit your organization.

View our catalog at www.identisys.com

Service Maintenance Agreement



Move to the Top of the List



888.437.9783

877.437.3724

www.identisys.com

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Unparalleled Experience

As industry veterans, IdentiSys Customer Engineers (CEs) earn their stripes to become members of our Certified Tiger Team. They work locally and have over 600 years of combined installation, training and service experience. Our CEs are manufacturer certified experts in their field and work to ensure your service needs are satisfied promptly.

Why an IdentiSys Maintenance Agreement?

-  **Greater Investment Protection**
Achieve and maintain the high performance your system is designed to deliver. Maximize productivity and trade-in value.
-  **Timely Response**
Simply call our toll-free number to receive technical phone support or to dispatch an IdentiSys Certified Tiger Team member to your site.
-  **Minimize Downtime**
Our maintenance agreement customers are our top priority! Move to the top of the list to reduce downtime and minimize the impact on productivity.
-  **Preventive Maintenance**
We work with you to schedule periodic system maintenance. This helps to reduce emergency calls and extend the life of your system. Worn or defective parts are replaced and your system is cleaned—all at NO CHARGE!
-  **Emergency Maintenance**
Your calls always receive priority service to minimize downtime and deliver you the fastest possible resolution—without a per service invoice.
-  **No Charge for Labor or Travel Time**
Labor charges without an agreement can frequently exceed parts costs—both are covered in your agreement.

-  **No Charge for Parts**
Replacing one key component could easily cost more than your agreement. Yet, we'll replace, at no charge, any part needed to give you the high performance your system is designed to deliver.
-  **Unlimited Service Coverage**
If repeat repairs are needed—you're covered. You pay only for your agreement.
-  **Unlimited Technical Phone Support**
Many software and hardware issues can be resolved over the phone to decrease production delays. You'll be entitled to unlimited technical phone support with our trained personnel.
-  **No Service Lapse**
Your agreement is automatically renewed. As a priority customer, you can avoid any delays, eliminate paperwork and remove hassle.
-  **Tight Budget Control**
One reasonable payment gives you full coverage for a full year. No surprises! Your budget is fixed; your paperwork is minimal. We also offer multi-year and multi-system discounts.
-  **IdentiSys Certified Tiger Team of Customer Engineers**
Our CEs are manufacturer trained and certified to accurately diagnose and service your equipment. Put the IdentiSys Certified Tiger Team to work for you.



Exceptional Support

All CEs receive extensive product training including field service certification to better identify and understand your unique issues, needs and expectations. We know downtime is not acceptable, so many parts are stocked locally (not from a remote warehouse) to provide the fastest possible service. We take customer satisfaction seriously and pride ourselves on exceeding your expectations.

