



Customer Support

Operating a 24/7 Remote Technical Support Service

- Remote Technical Support 24x365 ✓
- Breakdown cover ✓
- Informal guidance ✓
- System upgrades ✓
- Spares Audits ✓
- Scheduled Maintenance ✓
- Technical Audits ✓
- On-Site Training ✓
- Off-Site Training ✓
- Spare Parts ✓
- Electronic Card and Module Repairs ✓

Having invested in controls for your production systems to take your business forward it is nice to know that Harland Simon are there to support your team and to help you get the maximum benefit from the technology that is driving your business.

Harland Simon has always prided itself on the quality and scope of support that we offer to our customers. Our remote technical support service is the envy of our competitors and most of our customers sleep better knowing that exceptional technical expertise is only minutes away no matter what day or time it is. We employ the latest technology and high speed networks to provide world-wide support 24x365.

As well as the reactive breakdown cover that you would expect we offer a number of proactive 'on site' services to back up and support your maintenance team. These range from simply providing informal guidance on fault finding with specific elements of the system through to system upgrades and enhancements.

Our training team provide Harland Simon users with a range of 'product' and 'system' courses based either on site or in our well equipped training suites. We recognise that training is never a 'one size fits all' and so we also offer packages developed in conjunction with your team to determine where the focus needs to be made.

At Harland Simon we will always endeavour to engineer a solution that will allow an alternative part or configuration.



T: +44 1908 276700 E: sales@harlandsimon.com
Bond Avenue, Bletchley, Milton Keynes, United Kingdom, MK1 1TJ
www.harlandsimon.com



CUSTOMER SUPPORT



Integration Automation Control

Integrate third-party equipment. Automate manual processes.
Control your production with a **Harland Simon** system.

Harland Simon can control and manage your production throughout the entire process. For more than twenty five years we have provided solutions for the world's most demanding newspaper printers. If you're buying new equipment, our experience and technical expertise mean we can work in partnership with your choice of manufacturer to give you state-of-the-art functionality built on an industry-standard platform.

If you're considering upgrading your site, we can make your day-to-day production secure by eliminating troublesome and unsupported components. We can improve quality and reduce costs with a range of enhancements from pre-press right through to the mailroom. We can provide the tools you need to analyse production and diagnose faults quickly and offer 24x7 support when you need it. We can put you in control.



T: +44 1908 276700

E: sales@harlandsimon.com

www.harlandsimon.com