



MANAGED SERVICE PLANS

HIGHLIGHTS

Full Service. You (or your printer) notifies us when supplies or services are needed; technicians are assigned immediately; supplies are delivered on-time.

Obsolescence Protection. Technology continues to change more rapidly; not just the hardware, but also the software, operating system and industry initiatives we rely on. You have the option to replace your printer when the term cycles.

“No Surprises” Budget Planning. We find there are two scenarios in design firms; those who wait until their printer becomes unusable before it’s replaced; and those who plan ahead for scheduled replacement. Best-in-class firms choose the latter to avoid workflow disruption, stay within budget, and take time to evaluate a solution that best fits their needs. Which camp are you in?

Tax and Accounting. A managed services plan is considered a 100% operating expense and is typically listed under “office supplies” on your P&L. You receive only one monthly invoice for base rate and square footage.

COST-PER-COPY PLAN

This comprehensive plan provides you with a printer, consumables and on-site parts and labor.

You receive a single, monthly invoice listing the base amount plus price per square foot.

MASTERPLAN

This plan provides you with consumables and on-site parts and labor. It’s typically used for an existing printer you already own.

You receive a single, monthly invoice listing the base amount plus price per square foot.

MASTERGRAPHICS VALUE ADD

In addition to providing best-in-class printing technology to satisfy the requirements of each customer, MasterGraphics also offers a comprehensive array of value-added services that should be of equal importance to you.

TECHNICAL FIELD SERVICE

We take great pride in our staff of award-winning, factory-certified technicians. From installations that avoid workflow disruption to immediate response service calls that prevent costly downtime, you can feel confident knowing that MasterGraphics works to protect your equipment investment with experience and professionalism. You have the flexibility of choosing either a service agreement or time & materials support.

PROFESSIONAL HELP DESK

For installation service and break | fix repairs, calls and emails that come in through customer service are logged into our system and assigned a case. A technician will be notified to contact you. Typically, if you call in the morning, a technician can be on-site by that afternoon. And, if you call in the afternoon, a technician can be on-site the following morning.

Printers in the field are connected via advanced software such as Printerpoint to notify us of a service issue or low supplies. Assets and field service are managed using eAutomate software.

TOTAL SATISFACTION GUARANTEE

MasterGraphics has built a 70-year reputation of providing a true partnership with its clients. We stand behind our proposed solutions as outlined and guarantee your satisfaction.

[CONTACT US TO LEARN MORE](#)



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