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FOR IMMEDIATE RELEASE

QuadTech introduces new “Titanium” level, adds enhancements for all levels of Service Advantage™ technical support

Customized service plans help printers maintain optimal system performance and uptime; minimize overall total cost of ownership

Sussex, Wisconsin, USA – 28 April, 2015 – QuadTech announced that it will bolster its Service Advantage technical support agreement programs by offering enhanced features to all levels, as well as adding a new, fully comprehensive “Titanium” level.

Service Advantage is the company’s tiered structure that allows printers to choose the most cost-effective levels of service and support agreements to match budgets and business needs. The program also includes substantial discounts for software upgrades, spare parts, field service labor rates, training, 24/7/365 technical phone support, and system-specific preventive maintenance.

The new Titanium level caps your annual system service budget, and provides top priority remote and on-site service, including technician travel costs. The comprehensive plan was created to provide printers with total peace of mind that their service needs are covered—with no budget surprises—and their overall plan contract spend is much more cost-effective than purchasing service, support, spare parts, and maintenance off-contract on an as-needed basis.

Previously offered Silver, Gold and Platinum levels have been enhanced with additional discounts, 24/7/365 technical phone support, remote services for systems on QuadTech’s ICON™ platform, and other added features. New “Add-on Plus+ Optional Services” are also available, designed to optimize and extend the useful life of your system and provide for a quick ROI for your limited service budget.

“QuadTech’s technology is robust and well-engineered for longevity in the harsh pressroom environment,” says Glynis Grochowski, Service Business Manager for QuadTech. “When you invest in advanced automation tools, having that technology perform at its absolute peak for as

long as you own it will have a huge impact on your waste savings, quality performance, and ongoing bottom line.”

“Any printer can tell you about the high cost of down time,” Ms. Grochowski continued. “We’re taking our Service Advantage program to yet another level to provide fast access to technical support by phone, online, and on-site in-person, along with enhanced remote capabilities that are unique in our industry.”

Plan Pricing

Because the Service Advantage plans are highly customizable, a Service Contract Administrator will assist printers in choosing the most appropriate plan for their needs. To begin the process of choosing a plan, or to upgrade from your current Service Advantage plan, call +1 414 566 7373 or visit quadtechworld.com, and choose Service & Support > Service Advantage. Most favorable pricing is offered at the time of purchase for new QuadTech systems.

About QuadTech, Inc.

QuadTech, Inc. is the world’s leading innovator of advanced color and inspection technology for the printing industry. Founded in 1979, QuadTech sells its automated auxiliary control systems in more than 100 countries to the web offset newspaper and commercial markets, packaging and converting markets, and publication gravure market. Headquartered in Sussex, WI, USA, QuadTech maintains a worldwide network of sales and service operations, and is proud to be registered ISO 9001:2008 DNV. QuadTech is a subsidiary of Quad/Graphics, one of the largest and most technologically advanced printers and multichannel solutions providers in the world.

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QuadTech® Service Advantage™

	WARRANTY	SILVER	GOLD	PLATINUM	TITANIUM
24/7/365 technical phone support	●	●	●	●	●
24/7/365 remote servicing (ICON™)	●	●	●	●	●
Proactive Care™ monitoring (ICON v. 12.0+)	●	●	●	●	●
Software maintenance updates	●	●	●	●	●
Online access to product manuals		●	●	●	●
Discount on software upgrades		5%	10%	15%	15%
Discount on spare parts		5%	10%	15%	15%
Discount on field service labor rates		5%	10%	15%	15%
Discount on training rates/day		5%	10%	15%	15%
Discount on other optional services		5%	10%	15%	15%
Remote performance tuning			●	●	●
Priority response time for phone support				●	●
Priority response time for field service				●	●
Remote backup				●	●
Repair parts coverage	●			●	●
On-site repair labor services (includes travel & expenses)	●				●

Add-On Plus⁺ Optional Services

- Comprehensive inspection, performance validation and certification
- Press/press controls optimization consultation services
- Preventive maintenance services
- Automatic supply replenishment services
- Hardware refresh services

QuadTech has added a new, fully comprehensive “Titanium” level to its Service Advantage technical support agreement programs