

Partnering

for Your Success

Bell and Howell has outstanding reach, infrastructure and reliability to support your needs.

With field service professionals across much of North America, Bell and Howell Services has the reach and infrastructure to support all IBIS integrated bindery system needs. Our technicians undergo extensive training on IBIS products. Our solutions are geared to help you increase productivity, decrease costs and reduce risk.

To learn more about IBIS systems, please visit www.ibis-bindery.com or call **1-952-239-2999**.

> For more information, visit: bellhowell.net



The Bell and Howell Services organization has partnered with IBIS as an independent authorized provider of preventive maintenance, parts repair, firmware and hardware upgrades and consumable sales.

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REACH

- ▶ Service technicians throughout much of North America
- ▶ Certified service professionals — 7 × 24 coverage options
- ▶ Customer Care Center — dual-path escalations, call monitoring

INFRASTRUCTURE

- ▶ Parts stocking — North American distribution network, auto-parts replenishment
- ▶ e-Services — place parts/supply orders, request service and receive order status via the Web
- ▶ Customer care center staffed 7 × 24

RELIABLE

- ▶ 7 × 24 service
- ▶ Access to experts in our technical support center
- ▶ Decades of field experience — established technical support reputation

Bell and Howell is actively supporting IBIS equipment.

We can help you right now with:

Maintenance and Technical Support

We offer service plans customized to meet your unique needs. We will provide the same high level of support and satisfaction that we deliver for our own Bell and Howell-manufactured mail production equipment. Both pre-planned preventive maintenance visits and as-needed service visits can be provided. If maintenance is required after normal business hours, 7 x 24 technical support is available. Our trained technicians are available locally in many areas to provide service and support.

New Replacement Parts

Our 7 x 24 Bell and Howell parts depot in Durham, NC has an extensive stock of IBIS product spare parts, including factory-recommended preventive maintenance kits, available for immediate supply.

Parts/Assemblies Repair Depot

Our repair depot can offer an IBIS-authorized parts and assemblies repair service.

Product Upgrades

We offer IBIS system performance upgrades, both hardware and software, as released by the IBIS UK factory. This ensures that you continue to get the best possible performance from your IBIS product over its expected lifetime.

Supplies and Consumables

We provide IBIS-authorized consumables for IBIS products such as stitching wire, ISG cold glue and trimmer knife blades.



IBIS Smart-binder Plus



To order, please visit <http://my.bellhowell.net> or call
1-800-7x24 SVC (1-800-792-4782)

"We are delighted that Bell and Howell is now providing nationwide support for IBIS products. This will help to ensure that our USA customers achieve their high-volume output requirements and meet their tight time deadlines in the highly competitive, 7 x 24-type operating environments in which many of them operate."

— John Cracknell, Managing Director, IBIS Bindery Systems, UK