

The Scope of Support Services for ROLO/XPFC

The standard support service for ROLO/XPFC is far ranging this is **not** just a simple case of providing regular software support it is a comprehensive and flexible support service which will virtually guarantee a reliable and safe **mission critical** and **production class** laser printing service.

LaserPrint Services is a "mainframe class" software house and we're bringing all this traditional level of support to all of our ROLO/XPFC users regardless of which operating system regimes that they're running.

After all problems with high volume Xerox LPS's are the same on all platforms **printed output simply doesn't get produced !!**

It is a dangerous and risky attitude to assume that this is " **just another software support contract** ".

It isn't !! because the threats can originate from actions and organisations far beyond your control.

Here are the main points of the support service;

ROLO/XPFC Software Support

As you would expect the standard software support service provided covers all the usual aspects of software support to assist in dealing with bugs, use-ability problems, and the usual day-to-day operational problems that occasionally occur.

This is the **usual** software support service just read on for all the other important fully inclusive services that are provided which you may have overlooked.

Operating System Changes and Upgrades

The standard ROLO/XPFC support service means that whenever your operating system gets changed or upgraded by your supplier, then you will receive the appropriate ROLO/XPFC upgrade **at no charge**.

LPS (Supplier) Provoked Changes

Whilst it is claimed that full LPS upward compatibility is maintained, this is rarely the **whole truth**.

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Often subtle changes are introduced with an update to the LPS controller software or perhaps an (innocent ??) upgrade/replacement of the printer itself will introduce new features which you will positively **want** to use/exploit just consider replacing your ageing 4050 with a Docuprint 4890 ??

LaserPrint Services works very closely with your LPS supplier remember, ROLO/XPFC is the product fuelled by the collaboration between LPS and Xerox Corporation in the USA so any changes are already validated well in advance of printer upgrades/models becoming public knowledge !!

So Don't get caught out when you upgrade !!

Those "Strange" Problems ??

Modern high volume LPS's are complex systems but usually considered to be simple and stable **they're not !!**

The **standard** ROLO/XPFC support service provides you with access to LaserPrint Services technicians who understand the whole LPS printing situation often, a simple problem on the host service manifests itself as a critical error on the LPS yet who is there to help you on this "broad problem base" ??

We are !! if we get stuck and we don't often get stuck !! we've got access to the very heart of Xerox Corporation's Support Service to progress your problems at the highest possible level.

Enhancements & "Wish Lists" FoC But only sometimes !!

LaserPrint Services has always welcomed and encouraged feedback both suggestions and criticisms from end users views and opinions of the ROLO/XPFC software system.

In fact, many of the recent refinements have been produced in response to users suggestions or complaints when a "simple" task can't be addressed using the current version the **standard** support service entitles you to communicate direct with the developers in order to get the best possible solution for **YOU !!**

How do you think the multi-language feature came about ??

Standard support policy is that all upgrades are supplied FoC but **only** to users who are covered by the standard support services agreement.

Consultancy & Special Support

Our policy on this can best be described as "relaxed" for users covered by the standard support service **ask any of them !!**

Don't miss out on all these services !!

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