

# Managed Device Services

## What is Managed Device Services?

Managed Device Services from Copiers Northwest is a low cost support solution that gives you peace of mind knowing that you have help waiting and willing to assist you during normal business hours. When a printing or scanning issues arises, just email or call our qualified support team and a team member can initiate a remote support session to help get you back to work.

WE WANT  
TO HELP!

## Supported Devices and Solutions

Printers, MFPs, copiers and scanners under contract with Copiers Northwest. Also any software or hardware solutions under contract with Copiers Northwest. Used in conjunction with your Copiers Northwest Service Contract, Managed Device Services provides a complete package that assures your printing and scanning capabilities experience as little down time as possible.

WHAT CAN WE  
HELP YOU WITH?

## Services Provided

- ✓ Print and Fax driver installation and configuration.
- ✓ Scan to email and folder setup.
- ✓ Troubleshooting and fault isolation of network connectivity issues that prevent the Supported Devices and Solutions from operating correctly.
- ✓ Offer guidance and answer questions on basic use of the Supported Devices and Solutions.
- ✓ Offer advice on an escalation path if CNW Help Desk is unable to resolve the issue(s).

HOW CAN WE  
HELP YOU?

## Want to Know More?

Your Copiers Northwest Account Manager is ready to build a custom solution for you.