

## Preventing Downtime

Last Updated Thursday, 13 August 2009

One of the most critical and misunderstood elements of print and web production is the concept of deadline. Most technicians just don't understand the deadline pressure that you're under.

We've been there, and we understand.

For this reason, we have created several Maintenance and Service (M&S) Contracts that provide you with the convenience of knowing that whatever happens, your staff is covered and you can continue to work without interruption.

This provides several benefits:

- Regularly performed preventative maintenance reduces costly downtime--which leads to missing deadlines.
- By performing maintenance services during "off" hours, your staff is able to use their equipment to full advantage while they are working.
- With the optional Platinum package, we monitor all of your software so that you are always up-to-date.
- Under the Platinum package, we don't just apply updates because they're there. We test new upgrades and monitor diagnostic information to make sure they are ready before installing at your site -- preventing costly downtime.
- Performing regular maintenance identifies serious problems before they become irreversible -- saving you potential lost data and the time to recover it.
- By subscribing to an M&S plan, you get rate reductions on your day to day needs.
- By adding prepaid support to your M&S contract, you get the lowest possible support rates.
- As a contract customer you go to the "top of the list" whenever you have an emergency or special need.
- By selecting a contract, you protect yourself from future rate increases and lock in your costs at budgetable amounts.

You can choose from one of the three M&S plans, and add prepaid service as you need:

Silver Service -- Our quarterly PM package. [Click here for details.](#)

Gold Service -- Our monthly Preventative Maintenance package. [Click here for details.](#)

Platinum Service -- Our monthly Preventative Maintenance package. [Click here for details.](#)

call us at 714.836.1191 for an immediate consultation or send us a quick email and we'll get back to you promptly (phone calls and pages will get a faster response, if it's a crisis situation).