

YOU'RE  
NEVER  
ALONE.



PSION SERVICES  
It's more than a service plan.  
It's a lifeline.

# PSION SERVICES

You're Never Alone.

## WORLD-CLASS SERVICE. WHEREVER YOU ARE. WHEN YOU NEED US MOST.

With Psion Services from Psion, you're investing in more than a service plan. You're adding a fully staffed support team that will go to the ends of the earth to make sure your Psion mobile-computing solution works at the peak of efficiency and reliability. Get the most out of your system, no matter where you go or what you do. When we say that Psion Services delivers world-class service, here's exactly what we mean:



### TEKNET ONLINE SUPPORT

Online, real-time customer service:

- Instant RMA
- Interactive tracking

Teknet delivers online, real-time customer service that enables support any time, anywhere—from the corporate office to the most far-flung field location. With instant creation of return material authorization (RMA) and interactive tracking from start to finish, Psion Services keeps the most important information right at your fingertips. Teknet also offers access to a complete service history, including live help desk calls and comprehensive management of equipment in the field.



### REPAIR-IN-A-FLASH INCIDENT DISK

Exclusive RFID-enabled repair order:

- Fast-track repairs
- Fastest possible turnaround

An industry exclusive, the RFID-enabled Psion Services Repair-in-a-Flash Incident Disk allows the easiest, fastest repair experience possible. Once an RMA has been created using Teknet Online Support, the user includes the RFID disk in the box. The disk alerts the Psion repair depot to fast-track the repair order. The Repair-in-a-Flash Incident Disk, purchased as part of your Psion Services plan, guarantees same-day attention, so that your device is returned to service as quickly as possible.





## LIVE HELP DESK SUPPORT

Phone or e-mail access to expert support:

- Certified Psion employees
- Industry-leading response times

With Psion Services, the Psion live help desk provides an industry-leading response time of 95 percent, with all calls addressed within 90 seconds. Every help desk professional is a trained Psion employee, not a subcontractor. And each is a Microsoft® Certified Systems Engineer (MCSE) and a Cisco® Certified Network Professional (CCNP), to help provide concise, definitive solutions.



## AUTHORIZED REPAIR CENTERS

Authorized repair centers on four continents:

- On-site collection
- Guaranteed service

In the event that a device does need repair, Psion Services takes service to the next level, to minimize any potential work-site disruption. That means that Psion customers around the world can count on wholly-owned service centres in North America, South America, Europe and Asia - plus a global network of Authorized Repair Centres for fast repairs. It means on-site collection of the damaged product and a promise of 96 percent accuracy in stated turnaround times.



## PSION SERVICES QUICK ACTION GROUP

One-on-one service at your front door:

- Troubleshoot and repair
- Configure and enhance

When the experts at the help desk determine that you need a higher level of engagement, they can authorize the Psion Services Quick Action Group to travel to your destination for a one-on-one consultation. The Psion Services Quick Action Group is available anytime to travel anywhere, to quickly and efficiently resolve your problem. Whether it's to troubleshoot, repair, adjust, configure or enhance an existing infrastructure, the Psion Services Quick Action Group is there to help keep your business in the game.



For more information, please visit  
[IngenuityWorking.com](http://IngenuityWorking.com)



## BEST-IN-CLASS SERVICE BUNDLES

Psion has created four standard bundles of service coverage for Psion Services. This gives you the opportunity to easily select the best-in-class technical services that are ideal for your business. View the Psion service bundles below and choose the award-winning coverage that is always there for you.

### Basic

<b>Teknet:</b>	Psion extranet for management of RMAs, trouble tickets and service histories
<b>Turnaround time:</b>	3 days
<b>Help desk:</b>	24/7
<b>Shipping method:</b>	Express return
<b>Device:</b>	Returned configured
<b>Repair:</b>	Normal failures
<b>Inbound:</b>	No collection

### Collect

<b>Teknet:</b>	Psion extranet for management of RMAs, trouble tickets and service histories
<b>Turnaround time:</b>	3 days
<b>Help desk:</b>	24/7
<b>Shipping method:</b>	Express return
<b>Device:</b>	Returned configured
<b>Repair:</b>	Normal failures
<b>Inbound:</b>	Collection

### Plus

<b>Teknet:</b>	Psion extranet for management of RMAs, trouble tickets and service histories
<b>Turnaround time:</b>	3 days
<b>Help desk:</b>	24/7
<b>Shipping method:</b>	Express return
<b>Device:</b>	Returned configured
<b>Repair:</b>	Abuse included
<b>Inbound:</b>	No collection

### Total

<b>Teknet:</b>	Psion extranet for management of RMAs, trouble tickets and service histories
<b>Turnaround time:</b>	3 days
<b>Help desk:</b>	24/7
<b>Shipping method:</b>	Express return
<b>Device:</b>	Returned configured
<b>Repair:</b>	Abuse included
<b>Inbound:</b>	Collection

Require a more customized solution? Psion Services can also be tailored with different features to suit a particular project requirement. Details about these specific options can be obtained from you local representative.



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