

Application Services

Master your color processes



Datacolor Application Services to streamline color related processes and improve productivity

- Resolve problems fast
- Local support in your languages
- Ask and learn from our industry experts

CAN YOU AFFORD TO SLOW DOWN PRODUCTION BECAUSE YOUR COLOR SYSTEM IS DOWN?

The first step in ensuring a successful color management implementation is training and ongoing support for your operators. Our customers tell us the support and expertise they receive from Datacolor is critical in getting the best results from their color management system.

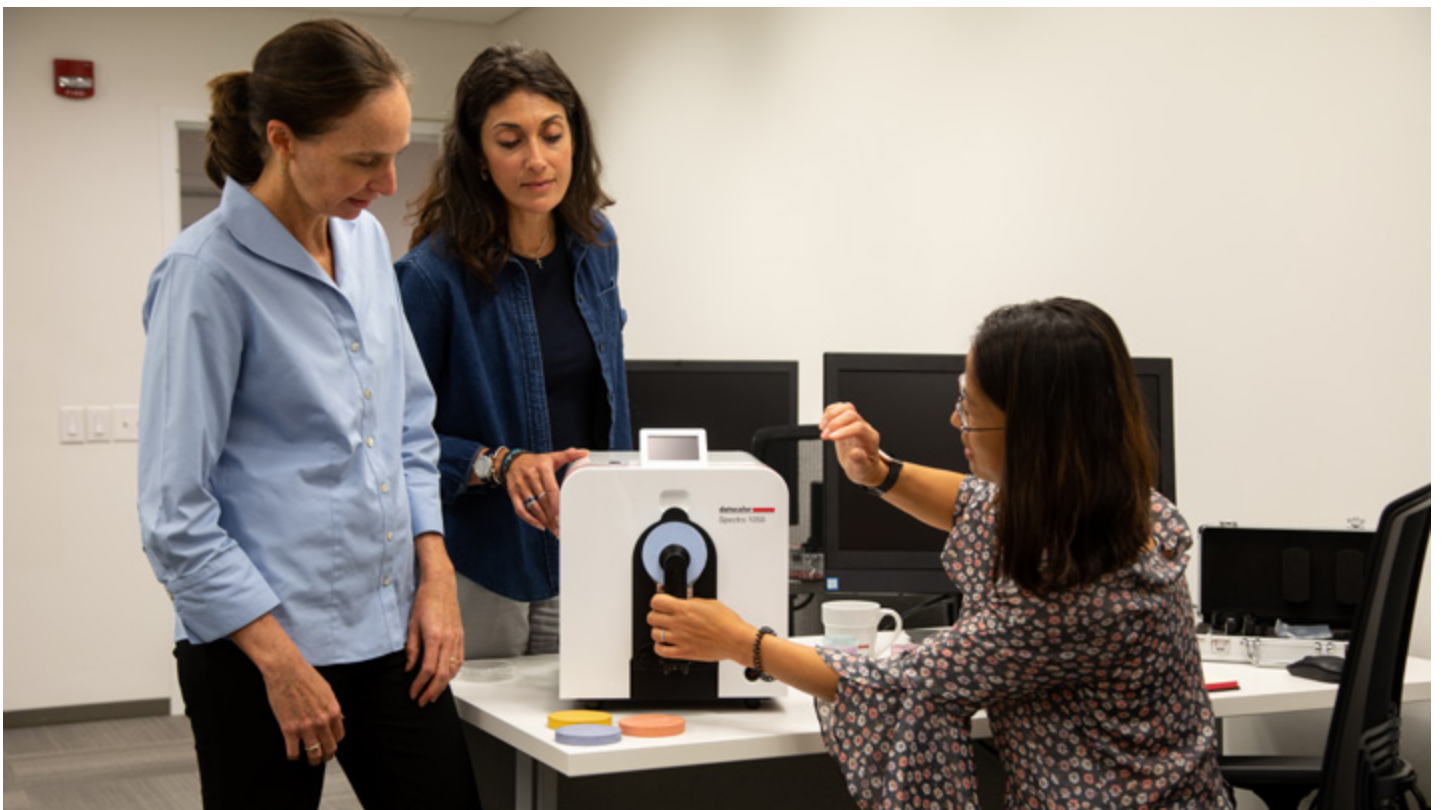
To meet the diverse needs of our customers wherever they are located, we have created several Application Services. These services give you expert level technical support, customized training, educational programs and best practices to meet your individual needs. Global companies can expect the same level of support wherever they have facilities.

Our best minds, working for you...

SERVICE LEVELS	PHONE	PHONE & WEB	PHONE, WEB & ON-SITE
Support Hours per Year	Up to 15 Min per instance	10 h	16 h
Access to Support Web Site (FAQ & Videos)	✓	✓	✓
Live Telephone Support	Up to 15 Min	✓	✓
Live Web Application Support	–	✓	✓
On Site Application Support	–	–	✓

HIGH LEVEL APPLICATION SUPPORT	PHONE	PHONE & WEB	PHONE, WEB & ON-SITE
Software Installation	–	✓	✓
Training & Training new employees	–	✓	✓
Configuration	–	✓	✓
Database Evaluation	–	✓	✓
Match Performance Optimization	–	✓	✓
Form Creation and modification	–	✓	✓
Assist in data security and recovery	–	✓	✓
Data communication to third party systems and POS	–	✓	✓
Workflow Analysis	–	✓	✓
Worry free file transfer	–	✓	✓
Problem Solving	–	✓	✓
Software Update & Upgrade installation	–	✓	✓

HIGH LEVEL APPLICATION SUPPORT	PHONE	PHONE & WEB	PHONE, WEB & ON-SITE
Color Theory Education	–	✓	✓
Instrument Diagnostics	–	✓	✓
User Course (at a Datacolor office)	–	–	✓
On Site Support	–	–	✓



Most problems can be solved by technical phone support. Our specialists can watch over your shoulders by using remote access and support tools. When an on-site visit is required our global application team is ready to offer you support wherever you are located.

Overview

PHONE APPLICATION SERVICES

Our Phone Support includes live phone support up to 15 minutes and an unlimited access to the Datacolor Support website on <http://industrial.datacolor.com/support/>

On this site you will find answers to most of your questions and video's showing you how to operate our software.

Who Should Buy?

This Service is included automatically if you buy a Datacolor Software package or instrument.

PHONE & WEB APPLICATION SERVICES

Eliminates the need to spend extra travel time and expense for training, configuration setup or problem resolution by allowing our Applications Specialist, while you are at your system, to take control of the system from a remote location.

Who Should Buy?

Companies who grant access to their system via the internet and who have an immediate need for support.

PHONE, WEB & ON-SITE APPLICATION SERVICES

Your choice of applications support services described above, including on-site, or in- house support.

Who Should Buy?

Employee with little or no experience in areas such as color development, quality control, R&D and design will benefit from this service offering. If you cannot afford downtime you need this package.

Customer Testimonial

"The Datacolor team immediately understood what we were looking for. The software is easy to use and Datacolor offers an excellent support system. There are a lot of suppliers out there and lots of dispenser manufacturers, but we needed somebody who was an expert in color. There are only a few names we can really trust when it comes to that, Datacolor being one of them."

Crown Paints
Mixing Systems Manager, **Steve Lightfoot**

CHECK OUT OUR WEBSITE

Whether you are in need of immediate help or just want to improve your skills, Datacolor's training and certification programs and knowledge-base can help you achieve your goals. Our online resources and events enable you to focus on learning just what you want on your time-frame.



Have a problem or question? Check out our list of Frequently Asked Questions to see if your issue has been addressed.?



Our Learning section includes articles and videos to help you use and get the most out of your Datacolor product. Also available are expert tips, as well as in-depth information about color management.



View and download various installation and user guides for Datacolor's color management solutions and products.



Check out the site to find a calendar of Color Seminars and User Courses organized in your neighborhood.

Color with confidence with Datacolor Services

Datacolor, a global leader in color management solutions, provides software, instruments and services to assure accurate color of materials, products and images. The world's leading brands, manufacturers and creative professionals have used Datacolor's innovative solutions to get color right for more than 50 years.

The company provides sales, service and support in over 100 countries throughout Europe, the Americas and Asia. Industries served include textile and apparel, paint and coatings, automotive, plastics, design, photography and others.

For additional information, please visit www.datacolor.com