

# Xerox® Global Digital Support Elevates Your Uptime



## Connect

**INCREASED UPTIME,  
MAXIMUM PRODUCTIVITY.**

Slowing down isn't an option. That's why Xerox® Global Digital Support keeps you moving forward. With built-in, intuitive guidance, a robust online knowledge base and experts on call, you can get fixes for mission-critical devices, fast.

**SELF-MONITORING.  
SIMPLE. SMART.**

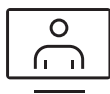
Configure your device to self-monitor, and it will make adjustments, send meter readings and order supplies automatically. If there's ever an issue, simply follow the on-screen prompts to resolve it.



## Click

**DEEP ENGINEERING EXPERTISE  
IS AT YOUR FINGERTIPS.**

Access the same knowledge base used by our technicians and find the answers you need. The support engine can be accessed, 24/7, at [www.xerox.com/Support](http://www.xerox.com/Support). Live chat is also available on the Xerox support page, during working hours.



## Communicate

**DIGITAL SUPPORT EXPERTS,  
EFFECTIVE SOLUTIONS.**

Communicate with our Global Digital Support experts, and they can analyze your device online, diagnose the problem, find the most effective solution and discuss it with you via video chat. If a customer-replaceable part is needed for resolution, a Global Digital Support expert will send it to you directly.

>45%

of hardware problems are fixed remotely in less than 12 minutes.

>90%

of software problems are fixed digitally.

>85%

of requests are responded to within 1 minute.

To learn more about how Xerox® Global Digital Support can help you maintain peak uptime, visit [www.xerox.com/Support](http://www.xerox.com/Support).