

Xerox Services Advantage[®] Professional Services

Easy, Reliable and Flexible Offerings

Xerox Services Advantage[®] Professional Services is designed to help you acquire professional consulting and training services in a simple but flexible manner. These services can be contracted to support your business requirements beyond the initial implementation of your Xerox[®] solution.

CONTRACT WITH XEROX THROUGH XEROX SERVICES ADVANTAGE

This program offers you the peace of mind associated with knowing that a highly skilled technical resource is available to support your unique application or workflow needs—no matter how unpredictable the requirement might be. Your operation works on its own timeline. Xerox Services Advantage ensures that you can maintain operational efficiency by making use of Xerox[®] analysts when and how they are most needed.

The Xerox Services Advantage program supports our commitment to strengthen our relationship with you. It helps to eliminate the influence of an unpredictable procurement process on your overall satisfaction—and makes sure that you and your operation are running smoothly and efficiently. If you have unique pricing or invoicing requirements, Xerox Services Advantage can help.

SERVICES OFFERINGS

You can use this program to contract for any number of professional services available from Xerox, including:

- Application Design / Application Development
- Workflow Analysis
- Workflow Management
- Solution Integration
- Application Migration
- Forms Creation and Conversion
- Color Consistency / Color Management Services
- Customer Training
- Network Integration

How do I find out More?

Contact your Systems Analyst or Sales Representative for more information on Xerox Services Advantage[®].



COMMON QUESTIONS

Q: Am I billed all at once?

Not necessarily. There are several billing options for a Xerox Services Advantage contract, including monthly or quarterly.

Q: How are work activities and funds tracked as part of the contract?

We can provide reporting to you that identifies time and dollars used, and the remaining balances in the contract, if applicable.

Q: Can I use the hours in the contract for any combination of Analyst and Trainer time?

Yes, this program is designed to provide our customers the flexibility of combining analyst and trainer services. It enables the delivery of a wide scope of services under a single agreement.