



TECHNICAL SERVICES PRINTING PRODUCTS

‘Expand product support scope with training services from Acal Supply Chain’

At Acal we know how difficult it can be to find a reliable source for support development services.

Furthermore the rate of technological development and product refresh means that organisations are under constant pressure to maintain the skill sets necessary to effectively support an installed base.

We have therefore produced a programme of Technical Services exclusively for our valued customers.

As an established player in the service parts and solutions arena we are leveraging our computer room and engineering facilities at Acal CPI to provide ancillary services for our valued clients.



‘Training programmes are developed in conjunction with customers to obtain optimal results’

Basic courses have been developed to provide engineers with an introduction to new support products and familiarity with low level technical operations.

These hardware courses are ideal for engineers that are new to a product field, and for companies investing in skills sets and engineering development.

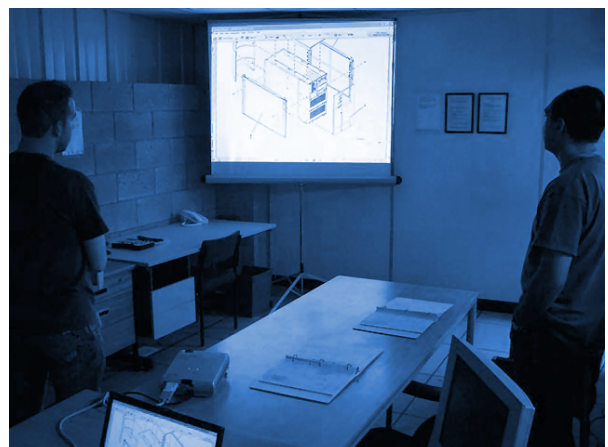
Engineers with further product experience can receive instruction on fault diagnosis, replication, and resolution in a combination of hands on and class taught workshops.

All training is undertaken within our dedicated training suite, which is fully equipped to cope with the needs of any training course. This is backed up with a vast array of test rigs, enabling us to provide printer training on a variety of printer ranges, including the following:

- **HP Laserjet**
- **IBM Infoprint**
- **IBM Impact**
- **Lexmark**
- **Xerox desktop**

Product familiarity is our strength. The Technical Services team at Acal CPI have been working with multi-vendor equipment for over 20 years.

‘Our facilities are stocked with a full suite of current and legacy products’



As part of our commitment to ongoing investment the Nottingham based computer room and workshop facilities are fully equipped with current and legacy products. In fact they are

unique for the range and depth of equipment installed.

Over 7,000 square feet is dedicated to our Technical Services department, and of this almost half is utilised by our under floor air conditioned computer room (as pictured below). The computer room is a fully functioning environment that holds our test rigs, and is where our engineers can accurately test and repair equipment.



'Course content ranges from product familiarisation to high level fault diagnosis and resolution'

All courses are completely flexible and ideal for organisations with specific target requirements.

A team of Technical Specialists are available to discuss and build bespoke training programmes to service your requirements.



Acal Supply Chain Holdings Limited is the leading independent provider of service parts supply-chain solutions in Europe. Within the group leading brands Acal Supply Chain Limited (formerly EAF Ltd and ServiceSource Ltd), ATM Parts Ltd, CPI Ltd and EAF implement service parts supply-chains for some of the leading technology OEM's and service providers.

If you require any further information on the scope of courses currently available please contact:

training@acalsupplychain.com



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ATM PARTS

 **cpi**

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Service Support Solutions

 **ServiceSource**

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