



Why Buy Service for Your Barcode Printing Equipment?

6 Cost-Saving Benefits You Will Receive from TPS New England



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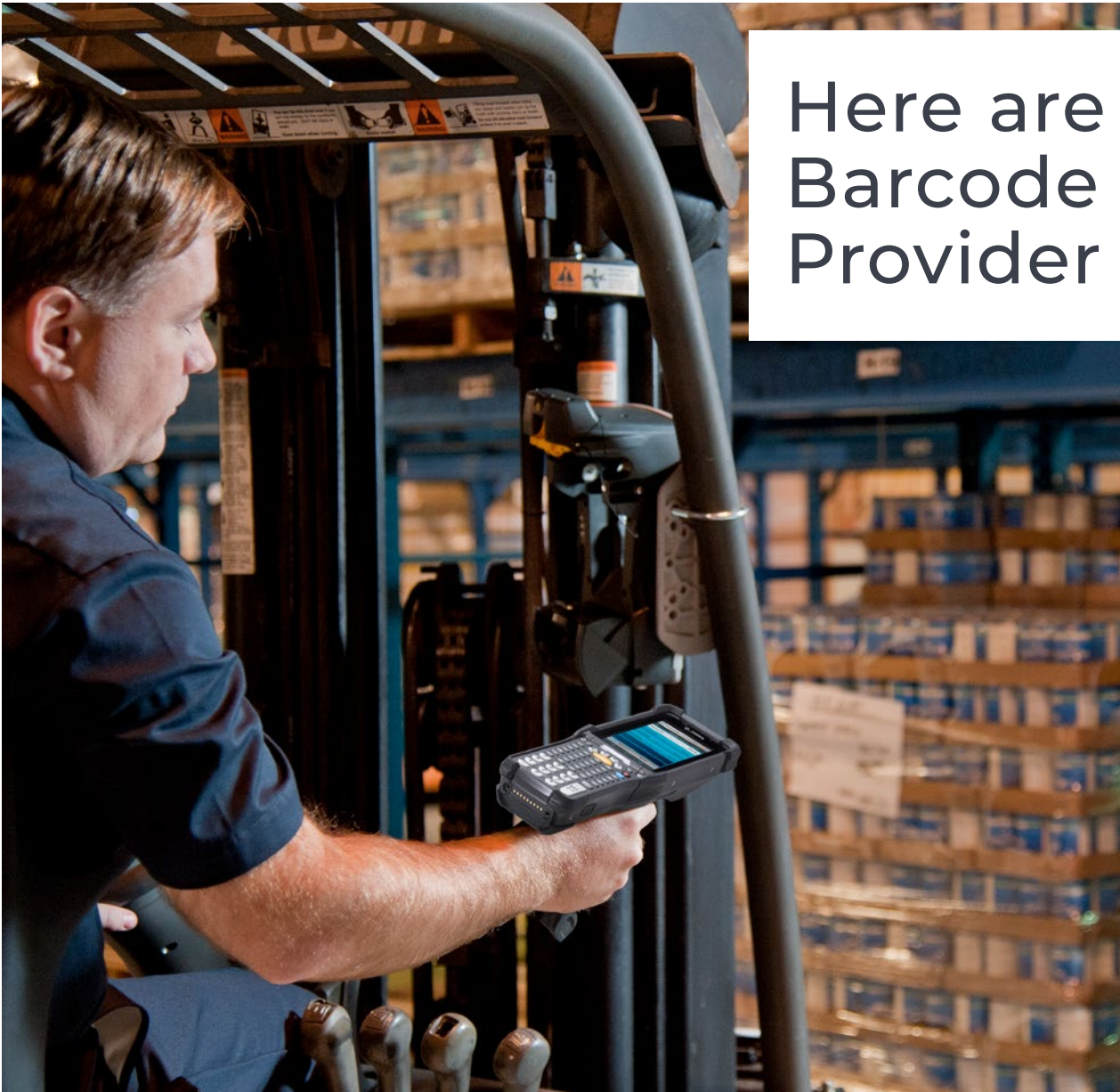


Every industry, from warehousing to healthcare, is looking for ways to optimize productivity and cut down on costly downtime. One critical—but sometimes overlooked—strategy is proper management of the technology and hardware used to complete business-critical tasks.

When barcode scanners, label printers, RFID readers, and other equipment experience a failure in the field, operations can grind to a halt.

Don't let your hardware slow you down—maximize accuracy and efficiency by keeping your devices up to date and in optimal health. Routine preventative maintenance and on-site service and repair are imperative to ensure your data collection equipment is working at 100% efficiency, and help you to avoid time-consuming, expensive depot repair and downtime.

Most organizations don't have the in-house expertise to maintain and repair barcode equipment, however. That's why selecting the right service provider is critical.



Here are 6 Benefits your Barcode Printer Service Provider Should Offer:

1 Experience and Expertise

Your service provider or solution partner should be knowledgeable in the necessary functions of data collection and barcoding services, and have specific expertise that pertains to your vertical industry and application.

This is critical because applications such as inventory tracking, healthcare tracking, retail, and manufacturing have slightly different requirements and compliance issues. That familiarity will help ensure you have the right hardware and correct level of ruggedization. Make sure your provider has worked with companies both in your industry and within your specific applications. Ask for references and talk to existing customers about their solutions.



Zebra also offers a full line of data collection equipment to meet the needs of these various industries, including:

- ☞ INDUSTRIAL PRINTERS
- ☞ MOBILE PRINTERS
- ☞ HANDHELD SCANNERS
- ☞ SUPPLIES

2 Access to Industry-Leading Technology Solutions

Is your service provider partnered with reliable hardware manufacturers in the industry that offer the latest in cutting-edge barcode technology solutions?

TPS New England offers a full line of solutions from Zebra Technologies, providing state-of-the-art and award-winning product lines of thermal barcode printers and scanners. Zebra's solutions are designed with end users in mind, providing a high level of accuracy, productivity, efficiency and flexibility.

Zebra's solutions are purpose-built for business-critical applications in every environment—from the warehouse, to the retail store, to the hospital—where specialized and ruggedized devices may be necessary.

Paired with the knowledge and expertise of an experienced sales team, TPS New England can assist you in selecting the best and most complete data collection solution to meet your business needs.

TPS can also help keep that solution running smoothly over the long haul by making it easier to keep the hardware current with industry standards and

your evolving requirements. Staying up to date with your barcode printers and barcode scanning technology allows for better operational productivity, efficiency, and increased profitability.

Using outdated technology is often costlier in the long run when compared to the value of upgrading your equipment. Programs like GoZebra make upgrading cost effective, easy, and efficient. Through TPS New England, users can trade in qualifying barcode scanners (including non-Zebra devices) and receive a rebate when upgrading to modern equipment.



3 Service Beyond the Sale

Service shouldn't end after the hardware is delivered, and TPS New England makes customer service a priority throughout the lifecycle of the equipment.

Our local service providers enable an advantage when it comes to service beyond just the sale. TPS provides turn-key solutions, and our staff is on hand to make sure your investment in new hardware is properly installed and deployed from the start. This ensures that there is less downtime by getting your operations up and running quickly.

Our knowledgeable technicians can provide guidance and assistance for proper care and use of the equipment. TPS New England also offers the correct supplies straight from manufacturers like Zebra to help to extend the life of your thermal barcode printers and scanners. Those supplies include:

- Thermal transfer ribbons
- Labels
- Receipt paper
- ID cards
- Cleaning supplies



4 Preventative Maintenance and Device Health

TPS New England can provide routine on-site business evaluations to check the ongoing health and life of your current data collection hardware.

That includes checking for any print quality issues that could lead to any undetectable or non-readable barcodes or labels. TPS also offers barcode verification services, which protect companies from facing expensive chargebacks or fines if labels are printed incorrectly.

TPS New England understands the importance of preventative maintenance and care, and our technicians can routinely clean print heads and replace worn-out parts to make sure your printers are in optimal condition and are working at 100% productivity and efficiency. This proactive approach to maintenance saves time and money by reducing costly equipment downtime and potential chargebacks.

TPS offers excellent customer service with free evaluations on the first on-site visit to determine the condition of your printers and make an assessment of your current print quality and the expected life of the existing equipment.



5 Certified Complete Maintenance and Repair

One advantage of utilizing a local sales and service provider is reduced downtime when there is a problem with your equipment. Our technicians can help identify the problem and fix it correctly the first time in order to minimize downtime and other disruptions.

TPS New England offers 24/7/365 service. Our technicians can provide a complete diagnostic evaluation and repairs directly on-site. During the on-site service call, TPS is able to:

- Check print quality
- Evaluate repair issues
- Replace parts
- Offer additional solutions

For example, our team can identify when an additional scanner or printer could improve operational productivity and quality.

TPS even goes one step further by having an inventory of Zebra parts on hand to avoid sending equipment back



to the depot for repair. In many cases, this saves time and money, specifically with industrial printers that are not cost-effective to ship out for repair. Customers can get their printers up and running again much faster using this approach, while avoiding chargebacks caused by print quality problems.

This is important for larger companies and retailers that cannot afford downtime, particularly during peak production or demand periods. In hospital environments, any downtime might affect patient care or compliance with privacy requirements. Inventory management applications require a high level of barcode accuracy and

compliance. Retail operations are particularly time-sensitive when it comes to demand fluctuations.

If customers are having specific, ongoing issues that lead to downtime or inefficient data capture, a service provider like TPS New England can offer additional or upgraded solutions to replace legacy equipment that has reached its end of life through programs like [GoZebra](#).

Your provider should also be certified to repair your specific barcode hardware. For example, TPS New England is a [certified repair specialist](#) for the products they carry.



5 Consultation Services

Your service provider should also offer consultations when it comes to solution design and upkeep. Your business is unique, and so are your specific needs when it comes to barcode printing and scanning equipment and service. You aren't a one-size-fits-all business and TPS New England knows that.

The TPS team provides the expertise needed to match you with the best hardware and technology solutions for your needs, along with a service plan to match.

TPS offers multiple options for on-site service, maintenance, and repair. TPS can assess what level of service will best meet your needs, and the match that to one of our [certified service repair plans](#) that are designed to best fit the needs of your business.



**CERTIFIED SERVICE
REPAIR PLANS**



Why Choose TPS New England?

With more than 30 years of experience, TPS New England can help clients tackle their biggest business challenges using state-of-the-art data capture and mobility technology. We offer the most cost-effective and reliable technologies and services in the industry that can help optimize your mobile workflows and keep your operations running seamlessly.



**CONTACT TPS NEW ENGLAND TODAY
TO FIND OUT MORE ABOUT OUR
SERVICE AND PRODUCT OFFERINGS.**