



SERVICE AND SUPPORT



PROFESSIONAL SERVICES

Cranel's Professional Services Team will help your customers realize the full value of their technology investment quickly and efficiently. Working hand-in-hand with you as our partner, our team of manufacturer-certified consultants will assist you to assess the specific requirements of each customer, configure a winning solution, and seamlessly install the technology.

DATA CENTER SERVICES

Reliable maintenance on Data Center equipment is essential to ensuring uptime and maximizing staff productivity. Data Center service solutions from Cranel provide resellers with a flexible suite of maintenance alternatives for leading network, server, and storage technologies—long after OEM support is no longer available. With Cranel's Data Center service options, resellers can increase overall service profitability while helping to extend their customer's usable equipment lifecycle and lowering customer maintenance costs.

PORTABLE DEVICE SERVICES

Barcode scanners, label printers, and other mobile computing devices are critical components in operational data collection and tracking functions. OEM service options are often restricted to the equipment's initial warranty period, leaving resellers and their users with limited post-warranty service alternatives. With Cranel service on mobile computing devices, resellers can maintain service annuity profitability while helping their customers extend the equipment's usable life and lower customer maintenance costs.

V-CARE®

V-CARE® is a customized, all-inclusive scanner service and maintenance solution. Proactive and complete, it extends the life of your equipment and helps deliver a higher ROI. V-CARE® integrates your break/fix service, preventative maintenance and consumable parts needs to keep your scanners operating at peak performance.

ADVANCE EXCHANGE PROGRAM

Cranel's Advance Exchange simplifies replacement and eliminates unnecessary expenses:

- Service contract covers 100% of your scanning equipment
- Next business day replacement
- Contract price is comparable to new equipment costs but eliminates other expense
- Asset tracking for your entire scanner fleet—quantities, locations, serial numbers
- Fixed operating budget vs. variable capital expenditures

REPAIR CENTER

DOCUMENT SCANNERS

Consumables & Kits	Bowe Bell & Howell	Canon	Fujitsu	Kodak Alaris	Panasonic	Visioneer/Xerox
Spare Parts & Accessories	Bowe Bell & Howell	Canon	Fujitsu	Kodak Alaris	Panasonic	Visioneer/Xerox
Refurbished Equipment	Bowe Bell & Howell	Canon	Fujitsu	Kodak Alaris	Panasonic	
Cleaning Supplies	Bowe Bell & Howell	Canon	Fujitsu	Kodak Alaris	Panasonic	Visioneer/Xerox

CHECK SCANNERS

Consumables & Kits	Canon	Digital Check
Spare Parts & Accessories	Canon	Digital Check
Cleaning Supplies	Canon	Digital Check

ADDITIONAL SERVICES OFFERED

- Depot Repair
- Used Equipment Purchases, Trade-Ins & Consignment Sales

Cranel simplifies and customizes your services at the level that's right for you – from one specific area to managing all your service, parts, and repair needs.

