

Performance Guarantee

Your decision to partner with Impact Networking for your business processing needs includes a performance guarantee directly from Impact to our customers. Not only do we honor this pledge for our entire lineup of desktop printers, production printers, copiers and multi-function products (MFPs), but also our managed solutions outlined in this document. We are committed to providing our customers with the highest levels of technology, software, workmanship, customer service, and technical support within the business technology industry.

Top-of-the-line Hardware

Equipment is eligible for the Performance Guarantee only when: the maintenance agreement from Impact is in place and current; the equipment contains only genuine manufacturer parts and consumable supplies; the equipment is operated within manufacturers' published specifications.

Impact pledges that all equipment purchased will operate in a reliable manner for the entire duration of your lease/maintenance agreement. Each qualifying piece of equipment that is purchased or leased from Impact is covered against any defects in materials and workmanship for the duration of the lease/maintenance agreement. Impact guarantees that all necessary parts, labor, and service will be provided for the duration of the agreement, or for the equipment's specified number of prints/scans; whichever comes first.

Unparalleled Service and Support Performance

As part of our Performance Guarantee, Impact pledges that all of our service and support technicians are industry certified and factory trained. We believe successful companies consider technology an investment rather than an expense. Our advanced computerized dispatch system allows Impact to guarantee that service technicians will respond to a customer call within 3 hours (2 hours in Chicago's Loop), 7 days a week, 24 hours a day. Every service request receives a call-back confirmation within 30 minutes of receipt. Customers can request service and supplies from our toll-free direct phone numbers or through our online web order forms. Impact Networking has achieved and maintained a service rate of 98% successfully repaired equipment on the first call.

Enterprise Level Software

Software solutions implemented by Impact, in tandem with a current Support Maintenance and Upgrade Agreement, are eligible for our Performance Guarantee. This guarantee ensures customer access to the latest software and all-inclusive support from Impact for ongoing maintenance, including troubleshooting and resolving any performance issues or instances directly related to the software or solution through remote diagnostics, phone support and/or onsite response. During business hours, Impact initiates contact within two hours of receiving a request and dispatches a certified team of trained software experts to expedite problem resolution and minimize or eliminate downtime.

CompleteCare Managed IT

Impact CompleteCare Managed IT services implemented in tandem with a current Support Maintenance and Upgrade Agreement are eligible for our Performance Guarantee. The CompleteCare program, which offers fully managed technology and services customized to your business needs, is supported by field network engineers and US-based Help Desk staff who proactively monitor your system 24/7 and provide alerts for expedited remediation during business hours. The Help Desk supports end users in real time by live answering 97% of calls and offering 30-minute call-backs to voicemails. All technical issues are troubleshoot and are resolved through remote diagnostics and phone support as a first step. If the issue cannot be resolved remotely, Impact Field Network Engineer guarantee onsite support within 3 hours should the instance escalate. Further, Impact vCIOs provide monthly performance and error reporting along with quarterly business reviews to sustain operational efficiency.

Customers can have complete confidence that their investment is sound and that they will receive efficient results within their company's workflow.



FRANK CUCCO
Chief Executive Officer
Impact Networking, LLC