



Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the design and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID, vision and laser marking systems. Datalogic solutions help increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

Global industry leaders rely on Datalogic products, benefitting high customer service and innovative products offered for over 47 years.

Datalogic is headquartered in Bologna (Italy), employs approximately 3,100 staff worldwide, distributed in 30 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary and Vietnam. In 2017 Datalogic had a turnover of 606 million Euro and invested over 55 million Euros in Research & Development, with a growing portfolio of over 1,200 patents in multiple jurisdictions.

Datalogic S.p.A. is listed in the STAR segment of the Italian Stock Exchange since 2001 as DAL.MI.

For more information about Datalogic, please visit us at [www.datalogic.com](http://www.datalogic.com).

#### Global Technical Support Phone Numbers

United States/Canada	1 (800) BARCODE 1 (800) 227-2633
Italy	+39 0516765611
France	+33 164867100
United Kingdom	+44 1582790020
Germany	+49 6103 9971300-0
Spain	+39 917462860

For other countries, please call the Italy number for service.

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# EASE OF

BUILD  
TRAIN  
SUPPORT  
CARE  
DEV  
PM

## EMPOWER YOUR VISION with Datalogic Professional Services



# EASEOF...MIND

## Service programs that meet every need

Whether you own a small manufacturing plant or manage a large enterprise, know that Datalogic supports you at all stages of product life with a range of customizable Services solutions.

With walkthroughs to ensure every required component is included in your purchase, customized installation to meet your specifications, onsite installation and training, through technical support and product maintenance agreements, Datalogic EASEOF Services means your solution will work at its highest possible efficiency throughout its life.

Our technicians average more than 13 years of experience spanning 2-3 device generations—and with up to 4 weeks of refresher training per year their knowledge stays fresh.

Your Datalogic Authorized Reseller will work with you to find the services that best meet your needs, and can provide details and customizations to meet your specific needs.



# EASEOFBUILD

## Personalized solution design and installation

We work with you to design an installation that works best for your workflow and timing. Datalogic-trained technicians carefully install, configure and commission your solution to ensure optimum performance. During and on completion of installation, we also train your staff in all aspects of system use.

We back up what we install. If any system component fails within 30 days of installation, we dispatch technicians to your site to get you back up and running.

- Fast, correct installations
- All components fit right, the first time
- Reduced installation time

# EASEOFTRAIN

## Maximized benefit through continued training

Ensure that your operators and onsite IT and maintenance staff are getting the most out of your Datalogic solutions with our customizable training programs. We offer a range of training opportunities: onsite, at our facilities, and at regional training events, or online.

Contact your Datalogic Authorized Reseller for details on upcoming training events and programs.

- Increase efficiency
- Leverage full solution potential
- Quickly train new personnel

# EASEOFPM

## Keep equipment in top shape

Keep your equipment in top operating condition with our onsite preventative maintenance program. PM service not only increases equipment life but ensures that it always operates at peak efficiency and lowest cost.

Our Datalogic-trained technicians thoroughly inspect all components, replace parts as needed, and ensure that the entire installation performs to standards. As with any PM program, Datalogic reserves the right to charge for any replaced components that are not covered by prepaid service programs.

- Maximize uptime
- Extend service life

# EASEOFSUPPORT

## Technical Support that fits your needs

Get help fast with our 24/7 phone support programs. With our “follow-the-sun” model, a technician is always available to solve whatever issue you face—in your language.\*

Datalogic can tailor a service-level agreement to your specific needs, with worldwide coverage, with add-ons to dispatch a technician should an issue require on-site assistance.

- Support when you need it
- Minimize time to solution
- Gets you back up fast

\*Italian, English, French, German, Spanish: during local business hours. At other times, availability may vary.

# EASEOFCARE

## Extended service plans that fit your budget

Your business is not one-size-fits-all, and neither are our equipment service plans. Our EASEOFCARE extended repair subscriptions are flexible, customizable and as responsive as your need. Four convenient offerings cover most every need; if yours are different, let’s talk—we can help you with staged spares, wear-parts forwarding, and other solutions that keep your mission-critical operations working as hard as you do.

COMPREHENSIVE PLANS			STANDARD PLAN
			<b>5-Day Repair</b>
	<ul style="list-style-type: none"> <li>• All shipping prepaid</li> <li>• Normal wear &amp; tear</li> <li>• Accidental breakage</li> </ul>	<ul style="list-style-type: none"> <li>• Factory parts &amp; procedures</li> <li>• Selected firmware upgrades</li> <li>• Annual renewals available</li> </ul>	<ul style="list-style-type: none"> <li>• 5 Datalogic business day repair after device receipt</li> <li>• Normal wear &amp; tear only</li> <li>• Factory parts, procedures &amp; selected firmware upgrades</li> <li>• Return ground freight prepaid</li> <li>• 3 and 5 year plans with Annual renewals available</li> </ul>
Overnight Exchange	Courtesy Advance	2-Day Repair	
<ul style="list-style-type: none"> <li>• Advance replacement, next business day</li> <li>• Spare pool owned and managed by Datalogic</li> <li>• US/Canada deployments</li> <li>• 3 and 5 year plans</li> </ul>	<ul style="list-style-type: none"> <li>• Courtesy loaner shipped in 24/48 hours</li> <li>• Repair within 10 Datalogic business days of receipt, then returned</li> <li>• US/Canada deployments</li> <li>• 3 year plan</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Datalogic business day repair after device receipt</li> <li>• US/Canada/Mexico deployments</li> <li>• 3 and 5 year plans</li> </ul>	

# EASEOFDEV

## Customized development and management

Make your Datalogic solution work its hardest for you by using our custom integration and development services. Our experienced developers and Application Engineers will customize your solution, integrating components from different vendors to meet your specific needs, so your solution performs exactly the way you envision.

We work with you through your solution’s lifetime to ensure continuing performance through your changing needs.

When it’s time to upgrade, we work with you to evaluate where new technology will help you get even better performance, and to ensure that new devices integrate seamlessly with existing solutions.

- Ensures the right solution for your needs
- Upgrade programs keep you up to date