

Barco. At your service.

Enable. Protect. Optimize.



BARCO

Enabling the most reliable outcomes, from start to finish

- ✓ A first-time right experience
- ✓ Ultimate peace-of-mind
- ✓ Maximum efficiency and ROI

SERVICE

The trinity of Barco services

ENABLE

From installation support at the set-up to in-depth deployment trainings. From on-site assistance to remote device management platforms. Whatever you need to bring your project to a successful conclusion, we've got your back from start to finish.

A good start is half the work, that's why our services go beyond (and before) the basic offering of hardware maintenance and repairs. Our goal? Enabling a smooth start and successful implementation of the Barco products in the field.

For a first-time-right experience, a flawless start-up and reduced downtime, you can count on our solution design services and professional support (remote or on-site) from specialist engineers before, during and after the installation. And our team of qualified trainers is at your disposal for customized introductions to your system.

PROTECT

All of the Barco products are covered with a comprehensive standard warranty policy. In our mission to guarantee a longer product lifetime and maximum uptime, you can choose to upgrade and extend that standard coverage with our additional portfolio of Barco EssentialCare service contracts tailored to the needs of your products and projects.

ESSENTIALCARE

Full peace-of-mind with 24/7 access to our self-help web portal for a worry-free product experience with unlimited support requests, fast issue resolution and expedited shipping



OPTIMIZE

Use your Barco fleet to the fullest and get maximum operational efficiency, reliability and quality with our optimize service packages.

CONNECTCARE

Smart service capabilities that complement the Barco Management Suite, a platform that allows for remote monitoring, diagnosis and control.

What is Barco's Management Suite?

- Manage the complete installed base from a central location
- Ensure more effective troubleshooting
- Improve ROI and facilitate fleet optimization



SMARTCARE

Combine the benefits of EssentialCare hardware coverage and intelligent ConnectCare services to get the most out of your system.

EXPERTCARE

Rely on a dedicated Barco expert as your high-touch customer success manager with tips & tricks customized to your project.

MANAGEDCARE

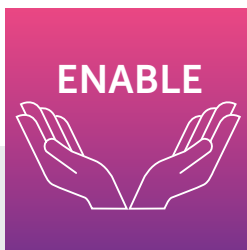
You can count on various levels of managed services and let our dedicated Barco colleagues take care of your day-to-day fleet management.

Drive positive outcomes together

Benefit from greater cost efficiency by covering your solution against all functional defects, at a fixed price. Get access to insightful knowledge into your product usage to optimize workflow efficiency and increase the uptime of your system through faster troubleshooting and predictive maintenances.

Barco's service packages minimize disruptions, improve business productivity, and help you get the most out of your system. We'll guide you in every step of the journey and together we will lead your project to success.

The Barco service framework



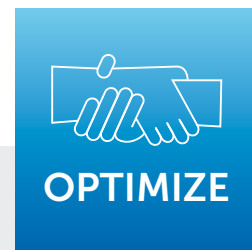
A first-time right experience with

- Easy onboarding and setup
- Professional installation services



Ultimate peace-of-mind thanks to

- Hardware and software EssentialCare maintenance contract
- Supplementary support services



Increased success of your investment with

- Connected services
- Customer success services
- Managed services

We got adequate first-level training and enjoyed prompt services, supplies and technical skills whenever needed. In short, we are 100% satisfied with our choice for Barco.

Dennis Thomas
Head of infrastructure Services at Capita IT Services

For more info on our product specific offering check the website: www.barco.com/services

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