

Barco. At your service.

Drive positive outcomes – together.



Enabling the most reliable outcomes, from start to finish

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

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 deliver successful projects and improve your customers' satisfaction, 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 and partner certification programs.

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.

Because your reputation is our priority

Your customer's solution was a big investment and that's why it deserves the best possible treatment. We offer the support to help you ensure the up-time of your customer's mission-critical systems, improve their business productivity and maximize their ROI. All so you can live up to your customer's expectations and build a strong relationship based on reliability.

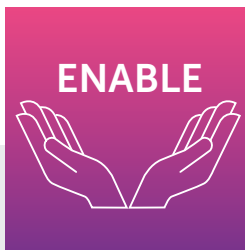
Grow additional service margins

Take the opportunity to complement your own service offering with the specialist Barco expertise and service packages. Increase the service revenue of your own business, while also reducing spare parts inventory costs, avoiding non-budgeted service charges with a fixed cost agreement and upgrading systems cost-effectively.

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

The Barco service framework



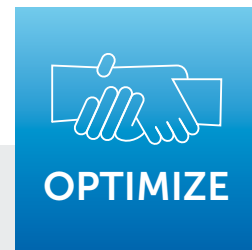
A first-time right experience with

- 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

For more info on our product specific service offering for partners, log in with your credentials on the website: www.barco.com/services

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