

# Client Performance Charter

- **Equipment Performance To Your Satisfaction or a Replacement at No Charge**
- **98% Guaranteed Uptime**
- **Free Loaner System**
- **24-Hour on-line self help**
- **Guaranteed Availability of Service, Parts and Supplies**
- **Guaranteed 4 working hour average response time (nationwide)**
- **Proactive service and support and preventative maintenance (remote diagnostics software)**
- **Remote print facility for disaster recovery**

## About IT Document Solutions

IT Document Solutions is a leading provider of managed print and document solutions to businesses across the UK. The company provides a structured and transparent approach to the printing and management of documents to reduce costs, reduce waste, and improve efficiency. Through their collaborative partnerships, they provide a comprehensive and reliable one-stop-shop for all office technology and IT requirements.

The company's mission is to help clients' achieve better value from their office technology and to improve their efficiency and productivity by offering paper-less solutions that streamline and automate the workflow of documents.

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As an independent provider, we work with the largest manufacturers and software providers in the industry to offer the latest technology at competitive prices.