

Pressemitteilung / Press Release

Support as an extra for hardware purchases

Immediate help included for printers and scanners of eXtra4

Birkenfeld, April 4th.2018. Since the beginning of 2018, customers of Ferdinand Eisele GmbH have received real added value when purchasing printers and scanners. The company for identification technology from the Pforzheim area offers support as a plus when purchasing hardware from the range of its "eXtra4 Labelling Systems" brand.

Support Value Check included in the price

The specialist for labelling in the jewellery and watch industry markets its know-how as a non-cash benefit for its customers:

Everyone receives a free individual support ticket when purchasing hardware, his personal account for billing support services. A support unit of 6 minutes will be credited immediately for every € 100,- of the price of the newly purchased device. This support value check provides access to the services of the eXtra4 support team, which can build on over 25 years of experience with label printers and barcode scanners.

Favor with personal ticket to support

With hardware from eXtra4, users are well equipped right from the start. Even carefully maintained devices often do not remain free of

malfunctions in the long term. In an emergency, those affected can then rely on immediate help from the expert. The support units received when the device was purchased are booked to an account under the personal ticket number and can be called up immediately if required. In addition, holders of a support ticket can enjoy preferential treatment: Your fault report is sent directly to a support employee and processed immediately by telephone or remotely, possibly also reserving a possible replacement device

Support ticket system as a market advantage

Ferdinand Eisele GmbH introduced a support ticket system for its eXtra4 brand 5 years ago. Originally designed for users of the label printing software "eXtra4", later extended for hardware, it enables everyone - even users who are not yet eXtra4 customers - to acquire support services like a conventional product and to fall back on the competence of a qualified support team.

Several hundred users since the introduction of the support ticket system prove its success. They stand for the value of the advice and action of qualified experts for users today. Where technology can be obtained cheaply worldwide via the Internet, personal support for individual problems on site is an advantage on the market. With the support value check for label printers and barcode scanners, the "eXtra4 Labelling Systems" brand offers hardware buyers a real

performance advantage beyond the device.

Images with subtitles



Img. 1: The purchase of hardware from eXtra4 Labelling Systems now includes a support value check based on the support ticket system