

Professional Services

The support you need, when and how you need it as only Bell and Howell can provide.

From free and unlimited software support to above-and-beyond assistance on technical and postal issues alike, Bell and Howell's commitment to customer service and support is simply unsurpassed, industrywide. This commitment is taken one step further, with an even broader goal: to provide the expertise you need, the way you need it and when you want it, including expanded online "live" capabilities.

Professional Services includes such offerings as Classroom Workshops with new Login Live accessibility, customized on-site training sessions and free online Express Learning Sessions. These training opportunities remain a popular way for new or veteran mailers to become "instant experts" on the advanced features of BCC Mail Manager and related products and services.

When you need more specialized attention, seasoned Professional Services Engineers can help ensure that you and your staff are fully up to speed on the ever-changing mailing industry, and how to maximize your use of BCC Mail Manager and other solutions.

Professional Services Include:

- **Express Learning Sessions** Live, free, hour-long online guided tutorials about a wide range of BCC Mail Manager-related features and mailing topics.
- **Classroom Workshops** Intensive sessions offered throughout the year at scheduled locations, including Bell and Howell's Rochester, NY, facilities. The Rochester-based workshops offer interactive Login Live attendance capabilities.

➤ **On-site or Customized Workshops**

Looking for all the benefits of our acclaimed training without travel-related lost productivity? An expert can visit your business to conduct a workshop, as customized and focused as your needs require. We can also provide customized classroom workshops at our Rochester, NY facilities. Tell us what you want to learn!

➤ **Product Configurations**

Need help with software installation and configurations, TaskMaster script building, or any other issue that might require live on-site assistance? An expert can be dispatched to come to your business and work with your team. Sometimes we can even work remotely with you from Bell and Howell's Rochester, NY facilities.

➤ **Consulting Services**

A consultant can help you develop mailing-related process improvements and quality control recommendations that can increase your efficiency.

BCC Mail Manager Classroom Workshops

Visit <http://www.BCCSoftware.com/support/trainingservices.aspx> to learn about Bell and Howell's range of scheduled Classroom Workshops.

➤ **Two-Day Standard and Advanced Workshops**

- Rochester, NY Classes: \$495 per attendee; \$295 per additional attendee from the same company
- **Login Live:** Same price, but without

added cost of travel expenses
(must have high speed
internet connection)

➤ **Three-Day Power Workshops**

- Rochester, NY Classes: \$795 per attendee; \$595 per additional attendee from the same company
- Non-Rochester, NY Classes: \$1,195 per attendee; \$995 per additional attendee from the same company (**LogIn Live** not available)

Other BCC Solutions

Professional Services

➤ **On-site visit by one Professional Services Engineer**

- \$2,000 per day plus expenses, minimum of 2 days
- 5-attendee maximum

➤ **Two-day custom Classroom Workshop at Rochester, NY facilities**

- \$1,000 per day plus travel expenses, minimum of 2 days
- 5-attendee maximum

➤ **Remote services**

- \$250 per hour

Customize each job's mailing presort information
and view the presort job summary

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