

Find a support package to suit your business

Foundation Support Package

Available to all non-MPS clients*



Contact Us
View contact information for Xerox, plus supporting information about your device.



Contact IT
Raise a support request from the device to an email of your choice.



Meters to Excel
Submit your meter reads to Xeretec with the touch of a button.

Premium Support Package

Available to all MPS clients*

Includes all the Foundation Apps plus:



View Incidents
View outstanding support requests and actions. Provides a real-time update without the need to call.



Raise New Incident
The fastest way to report faults. Report incidents via QR codes when the device is offline.



Meter Submission
One touch meter submission. Ability to send meter reads via QR codes when the device is offline.

High Availability Support Package

Available to MPS clients* that require advanced support.

Includes all the Foundation and Premium Apps plus:



Callback
Request a callback from our helpdesk agents. They will start to diagnose the problem before returning your call.

30 Day Free Trial

Contact us to find out more about our Support Apps and our 30 day free trial.

xeretec.co.uk

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*With compatible devices, visit bit.ly/supportapps to find out more.

Xeretec is a leading integrator of digital print hardware, software, solutions and services, supporting the print needs of businesses across the UK, Ireland and Western Europe. Established in 1991, Xeretec has grown to become both Xerox's largest UK managed print service provider and its largest reseller in Western Europe in terms of scale, enhanced Managed Print Services and heavy and light production print technology.



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