

# Service Plans

Optimise your library management solutions with expert support



## Cost Savings

More predictable budgeting & financial protection against unexpected costs.



## Priority Service

A dedicated response time, remote technical support & unlimited staff training.



## Expert Assistance

Unrivalled support tailored to the unique features & requirements of your system.

"The customer support team at PSP has been incredibly helpful, providing us with assistance whenever we've needed it."

**Nevena Borcsok**  
*Newbold College of Higher Education*

# Why Choose One of Our Service Plans?

At PSP, we understand that your library system is the backbone of your community's knowledge and resource management. When you invest in a state-of-the-art library system, you're not just buying a product; you're investing in a secure and efficient future for your institution. To ensure that your investment continues to deliver optimal performance, we are proud to offer our range of service plans, meticulously designed to meet your needs even after the initial warranty period has expired.

Our commitment to excellence and customer satisfaction means that we extend our expertise beyond our solutions, ensuring that your library remains efficient and effective.

"Outstanding customer service and tech support! As I'm not the most tech-y person, I'm often unable to coherently communicate the issues I've experienced; nevertheless, the PSP support team is endlessly patient and helpful!"

**Shannon Bridger**  
Queen Elizabeth's Girls' School



## 1. Cost Savings

Unexpected repairs and maintenance can be costly. Our service plans help you manage these expenses by covering all call out and labour charges and offering significant discounts on parts, ensuring your equipment stays in top condition without breaking the bank.



## 2. Reliable and Responsive Service

With PSP, you gain access to a dedicated support team committed to providing timely and effective solutions. As a service plan member, you receive priority scheduling for all service appointments. This means faster response times and quicker resolutions. Our priority is to minimise disruptions and ensure that your library system operates smoothly.



## 3. Expert Technicians

Our team of highly trained professionals possesses a deep understanding of various library systems. This allows us to offer unparalleled support tailored to the unique features and requirements of your existing system.



## 4. Extended Equipment Life

Regular maintenance and timely repairs can significantly extend the life of your equipment. Our service plans help ensure that your investment continues to perform optimally for years to come.



## 5. Peace of Mind

With our service plans, you can have peace of mind knowing that your equipment is protected and well-maintained, allowing you to focus on other priorities.



## 6. Comprehensive Training and Consultation

Empower your staff with our expert training sessions and consultation services. We provide ongoing education to ensure your team can make the most of your library system's capabilities.

# Service Plan Options

Choosing a PSP service plan means investing in the continued success and reliability of your library system. Let us handle the technical details so you can focus on what you do best – serving your community and fostering a love of learning.

We offer several flexible service plan options to suit your specific needs and budget:

	<b>Platinum</b> *Most popular*	<b>Platinum TT</b> Term time only	<b>Platinum Plus</b>	<b>Platinum Remote</b>	<b>Platinum Lite</b>
<b>Dedicated critical response time</b>	Within 5 working days	Within 5 working days	Within 3 working days	2 hours	Within 5 working days
<b>Remote technical support</b>	✓	✓	✓	✓	✓
<b>In person technical support</b>	✓	✓	✓	X	✓
<b>Access to loan stock</b>	✓	✓	✓**	✓	✓
<b>Annual review of system performance</b>	✓	✓	✓	✓	X
<b>Workshop time</b>	✓	✓	✓	✓	X
<b>Replacement parts</b>	X	X	✓	X	X
<b>Consumable discount</b>	5%	5%	7.5%	5%	5%
<b>Unlimited staff training</b>	✓	✓	✓	✓	X
<b>Software upgrades</b>	✓	✓	✓	✓	X
<b>Firmware upgrades</b>	✓	✓	✓	✓	X
<b>Automatic entry into book hamper draw</b>	X	✓	X	X	X

N.B. Software and firmware upgrades may be limited or unavailable for systems not originally supplied by PSP.

\*\* Platinum Plus users have priority access to loan stock.

"PSP's customer service and technical support teams are exceptional!"

**Josephine Barclay**  
King's College Taunton



## How to Enroll

Enrolling for a service plan is easy. If we haven't contacted you before your warranty period expires or if you'd like to take out a new service plan, please contact the office at [info@psp-assetprotection.co.uk](mailto:info@psp-assetprotection.co.uk) or call 01473 745375.

We invite you to contact us today to discuss how our service plans can benefit your library while ensuring your equipment remains in excellent condition. Our dedicated support team is here to answer any questions and help you find the perfect service plan for your needs.

## Trusted by Hundreds of UK Libraries



**Contact us today for a free, no-obligation consultation!**

Email: [info@psp-assetprotection.co.uk](mailto:info@psp-assetprotection.co.uk)  
Visit: [www.psp-assetprotection.co.uk](http://www.psp-assetprotection.co.uk)  
Call: 01473 745375

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