



5673 Gibraltar Drive
Pleasanton, CA 94588
925-251-6350

NEWS for Immediate Release

Vioneer Announces Authorized Service Provider Program

New warranty and maintenance program designed for service VARs to provide direct technical support and repair service to their customers

Pleasanton, CALIFORNIA – June 2, 2009 – Vioneer®, Inc., a leader in intelligent imaging solutions, continues to focus on the critical areas of services and support for document imaging with the announcement of their Vioneer Authorized Service Provider (ASP) Program. The Vioneer ASP program is an authorized warranty and maintenance program for qualified channel partners in the Vioneer 20/20 Perfect Vision Program.

“Providing a full scope of services for our customers is crucial,” said David Taylor, vice president at DoxTek. “Through Vioneer's Authorized Service Provider Program we are positioned to provide clients with a complete scanner package. The ability to sell and service Vioneer scanners has given us a competitive edge.”

Channel partners interested in becoming ASP members are required to complete certification training to perform warranty and maintenance repairs on Vioneer and Xerox DocuMate scanners. Industry leading technology companies such as Copyco and DoxTek have already been certified as Vioneer ASP partners. ASP program partners have access to:

- Product repair service guides
- Parts catalogs to purchase internal components needed for repair
- Direct access to Tier 3 escalation support for all software and hardware escalation issues

“Select channel partners can now offer a center of excellence for repair and service of Vioneer and Xerox DocuMate scanners. This is yet another way for VARs to compete more effectively with other resellers who do not offer this depth of service and support,” said Walt Thinfen, vice president and chief information officer for Vioneer, Xerox’s authorized licensee.”

“Vioneer worked with us hand-in-hand to make sure we can provide quality service to our customers,” said Nick Cash, trainer and technical specialist at Copyco. “Vioneer set us up with everything we need to be successful. However, the scanners that we have placed in the field have not had any troubles, so as of yet, we are waiting for our first service call. I look forward to a long relationship with Vioneer.”

Channel partners that are interested in becoming a Vioneer ASP need to send an e-mail to our Inside Sales team at 2020@vioneer.com or contact them by phone at 925-251-6399. The certification training is conducted on-line through web-based presentation and training tools. Training session length and duration will depend on products and materials to be covered.

PRESS RELEASE: Visioneer Announces Authorized Service Provider Program / 2

About Visioneer

Visioneer provides a broad range of scanning solutions for the desktop, distributed and departmental document imaging markets as well as the mobile and remote business scanning segments. In 2003, Visioneer combined its leading scanner technology with the Xerox brand recognition to develop the Xerox DocuMate product line. Visioneer and Xerox DocuMate high-performance business scanners and imaging software solutions offer users speed, image quality, advanced paper handling and ease-of-use with exclusive Visioneer OneTouch® technology. For additional information on Visioneer and Xerox scanning solutions, visit www.visioneer.com or www.xeroxscanners.com.

Visioneer offers both product lines under a single reseller partners program. The 20/20 Perfect Vision program optimizes VAR margins and sales opportunities through volume incentive rebates, sales support and marketing tools. Additional information can be found at www.visioneer.com/2020.

###

Media Contact:

Danielle Cook, 925-251-6350 dcook@visioneer.com

NOTE TO EDITORS: Xerox® and DocuMate® are trademarks of Xerox Corporation in the United States and/or other countries. Visioneer and Visioneer OneTouch are registered trademarks of Visioneer Inc. All other companies and products mentioned may be trademarks of their respective holdings and are hereby recognized. Prices, features, specifications, capabilities, appearance and availability of Visioneer and Xerox products and services are subject to change without notice.
© 2009 All rights reserved.