

Tailored to your needs. **FlexibleService Agreement.**



Peace of mind. Fully customizable.

The solution to reduced downtime and increased production?
HEIDELBERG FlexibleService Agreement.

Systemservice – competent and customer-oriented

HEIDELBERG Systemservice® offers you a comprehensive service portfolio that goes far beyond the standard for the print media industry. Optimize your production and maximize the highest availability of your machines. Remote Service enables remote diagnosis of your HEIDELBERG® machine by a dedicated service technician.

Introducing FlexibleService

Traditional service agreements don't fit every customer's requirements. Some include services you don't want, while others lack services you actually need. That is why HEIDELBERG has developed FlexibleService – a service package tailored specifically for your operation. Together, your team and our Systemservice experts develop a service program that is best suited for your business goals and budget. The first step is to understand your service strategy and assess your needs. Then we work together to define your options for a customized service package.

Once the services and pricing are set, the agreement is administered like a "Budget Billing" plan – fixed monthly payments with periodic reconciliation to adjust for deviations.

Rapid assistance with FlexibleService Agreement

HEIDELBERG has the largest network of service technicians in this industry, which means we can reach you quickly whenever you need us. Most of our technical services can also be provided online via Remote Service for faster response and minimal downtime.

Benefits of FlexibleService

- Remote Service is always included in FlexibleService for covered equipment capable of remote connection
- Fast, direct problem resolution
- Fast notification receipt and call-back via eCall®
- Telephone support on software and hardware
- Direct online help in case of operating errors
- Preparation of on-site interventions
- Optional eCall automatic notification service
- Certified ISO/IEC 27001 Security and TRUSTe Privacy

Contact us for your personal offer

Find out more about how to combine other products and contract packages from our Print Site Contracts portfolio.

➔ printsitecontracts@heidelberg.com or + 1 (800) 437-7388

- ✓ Customizable service levels for all equipment, regardless of age or model
- ✓ Pricing based on historical consumption of service
- ✓ "Budget Billing Plan" administration
- ✓ Rapid assistance – online and on-site
- ✓ Level of assistance is based on equipment utilization and shift models
- ✓ Pricing based on your historical consumption of service
- ✓ Maintenance and Remote Service included to reduce overall service costs
- ✓ Pick and choose your programs including: maintenance, phone support, online assistance, etc.



FlexibleService Agreement.

9 clear benefits for you.

As a HEIDELBERG customer, you receive a service package perfectly tailored to your needs.

- 1 Peace of mind through comprehensive service via factory-trained expert technicians
- 2 Full protection of your investment
- 3 Higher production security through higher machine availability
- 4 Improved productivity through regular maintenance
- 5 Fast problem solution through remote assistance
- 6 Sustained high quality through optimized machine settings
- 7 Higher resale value
- 8 Improved budgeting for service needs
- 9 Less paperwork and streamline administration

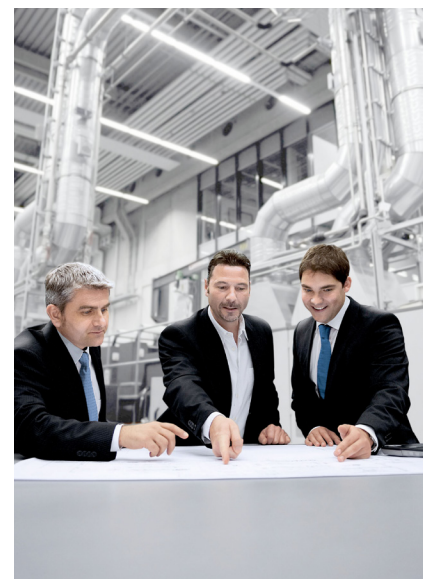


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What I like about the FlexibleService Agreement is that we are able to budget out our monthly expenses, which not only provides a discount on HEIDELBERG parts, but acts almost like a savings account...

FlexibleService helps us plan and budget for the future.

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