Heidelberg UK supplies the best graphic arts equipment, software, consumables and spare parts, all supported by our highly skilled and reliable service team. Organised into two regions (Northern and Southern) and with a comprehensive National Showroom, focused Customer Support Centre, dedicated Training Centre, consumables and spare parts despatch facility, we are well placed to meet the needs of the modern printing industry.

Heidelberg recruits people with the right attitude and aptitude and gives them the scope and tools to develop their potential. These tools include the very latest communications and servicing technology. Our staff play to each other’s strengths, making us a team that is noted for going the extra mile for customers, large or small, throughout the UK and Ireland.

Heidelberg is the market leader only because we are never complacent. We set ourselves the very highest customer focused standards so that we can secure new business and retain established relationships. Our success is built on helping to make our printing and packaging customers excel. Our loyalty rating speaks for itself.

Gerard Heanue
Managing Director
The first name in graphic arts

Heidelberg is an international brand that represents value, quality and commitment.

GLOBAL PLAYER. Heidelberg is the leading world class supplier to the printing and packaging industries. Its parent company Heidelberger Druckmaschinen AG has over 15,000 staff operating out of 250 international sales offices around the globe. Despite its size, it retains a focus on individual customers, providing each with the best advice, technology and services for their specific requirements.

The company’s comprehensive graphic arts portfolio includes prepress, press (digital and litho), finishing and workflow solutions, along with tried and tested consumables, service contracts and spare parts.

To meet the demands of today’s rapidly changing market, Heidelberger Druckmaschinen AG invests its resources into research and development for continuous innovation, with the aim of creating new, applicable and secure solutions. On-going success relies on equipping printers for profitable performance and growth. In 2010-11 Heidelberger Druckmaschinen AG generated sales of Euro 2.6 billion.
EXPERT ADVICE

CUSTOMER MINDED By providing the graphic arts industry with comprehensive solutions and unmatched advice, service and support, Heidelberg UK enables its customers to operate effectively, flexibly and profitably.
Customers matter

Heidelberg’s philosophy is to put customers first and support them by ensuring that its highly skilled and experienced professionals are equipped with the right data and technology to respond fast.

**ROBUST SUPPORT.** The Customer Support Centre is at the hub of Heidelberg’s customer centric strategy. Located over one open plan floor of the company’s headquarters in Brentford, the most skilled technicians, helpdesk and work control experts, product managers and marketers work closely together to provide co-ordinated rapid and reliable responses.

Here over 40 of Heidelberg’s staff are employed using the very latest technology, including remote service and high tech communications. This, combined with access to a team of highly qualified field engineers, means that customers can be confident that a problem will be resolved speedily. Many issues can be addressed by telephone and/or internet access but when a site visit is necessary, the Customer Support Centre team will ensure that the engineer arrives equipped with the right spare parts and information for a quick and robust repair.

Customers need only one number to access all Heidelberg services: **+44 (0)844 892 2010.**
Comprehensive coverage

The engineering, build and retained value of products supplied by Heidelberg are proven. These precision machines, and the software that goes with them, are very well supported in the field.

LOCATION OF FIELD-BASED PERSONNEL
THROUGHOUT THE UK AND IRELAND.

Customers can be confident help is close at hand because Heidelberg has more than 150 technical field-based personnel covering all parts of the UK and Ireland. Even our most experienced technicians undertake regular training to ensure their skills and knowledge are completely up to date. Prior to installation, Heidelberg can advise on the best configuration, right site preparation, most appropriate consumables, health and safety and even factory design. The company’s installation engineers are efficient and thorough and its technicians excellent at ensuring operators are confident with new equipment. Customers move swiftly into production on installation.
Unmatched support

Heidelberg Systemservice is committed to providing services and support to keep print businesses running profitably and efficiently.

**PROMPT RESPONSE.** The combination of the Customer Support Centre, remote service tools, engineers supported by field supervisors, spare parts availability and the latest communications and computer technology means that Heidelberg customers are helped promptly and effectively. No other supplier can offer the same level or speed of service.

The latest addition to Heidelberg’s remote service portfolio is eCall which alerts the operator to a technical issue and at the push of a button will raise and despatch a notification and error message to Heidelberg, prioritising the issue directly with no intermediate telephone call.

Service contracts are increasingly popular because they maximise uptime and give peace of mind. Vital preventative maintenance is included to help printers maintain optimum performance of their Heidelberg equipment. Heidelberg holds more than 30,000 spare parts at the Brentford headquarters for quick shipment to its UK and Ireland customers, with back up supplies of 133,000 parts from the World Logistics Centre in Germany. A standard overnight spare parts service is offered from both Brentford and the World Logistics Centre, with other delivery methods as options in critical cases. Some 21,000 UK orders and 71,000 order lines a year are despatched.
Consumables confidence

The first name in graphic arts and with the tried, tested and trusted Saphira range, the first name in consumables too.

**TRIED AND TESTED.** Heidelberg is one of the leading print consumables suppliers in the UK. It offers both its own popular Saphira range of consumables and some third party products. All Saphira products are tested before being added to the sales portfolio. They deliver consistent, cost effective, high quality print results to satisfy the most demanding print buyers.

Saphira consumables can be ordered over the internet using Heidelberg’s Online Shop at [www.shop.heidelberg.com](http://www.shop.heidelberg.com). This allows customers to view and order products easily, securely and with confidence that delivery will be speedy and accurate. There are no closing times with the Online Shop so you can order your Saphira consumables and selected Original Heidelberg Service Parts online at your convenience.

Heidelberg experts are available to help print businesses find the best in class solution and the right balance between quality, printability and cost for a specific application.

Finance packages, including schemes to enable printers to buy capital equipment and repay as they use their consumables, are among the many lending solutions on offer from Heidelberg in partnership with some of the industry’s leading financial specialists.
Enhancing performance

The National Showroom and Training Centre in Brentford is a place for the industry to meet, learn and view demonstrations of equipment and processes.

CENTRE OF EXCELLENCE. The 1,100 sq m National Showroom houses a range of products across Heidelberg’s prepress, press (digital and litho), finishing, workflow, consumables and services ranges. It is also open for customer events and demonstrations of the latest in print technology and services.

The expanding range of seminars and training courses held at the Training Centre covers both technical and business topics and offers theoretical and practical help to printing company staff at all levels.

Consultancy services offered today include productivity benchmarking, process evaluation, data analysis, and colour management including Heidelberg’s own ISO 12647-2 certification scheme.

The robust environmental credentials, underlined by the Heidelberg’s annual Sustainability Report, positions the company to give best advice to customers on practical ways to reduce carbon, energy, chemistry, waste etc.
Top teamwork

Heidelberg’s pool of skills and experience combined with effective teamwork keeps its reputation at the top of the graphic arts league.

In addition, Heidelberg supports and sponsors many educational initiatives including the PrintIT! Awards, that promote printing in senior schools, and the Print Week Trainee of the Year. The company retains close working relationships with the printing colleges.

TOP TEAMWORK. Heidelberg has a policy of recruiting adaptable staff with a commitment to learning. It has a range of engineering, electronics, software and business apprenticeship schemes and supports those wishing to undertake other qualifications which will assist them develop their careers and the business.

As part of a global business and with many different nationalities represented within its workforce, Heidelberg is a company with an international flavour.

As well as recruiting staff with the right attitude and qualifications, staff skills are developed continuously with regular training opportunities for sales, service, administrative and managerial teams.
Heidelberg has an extensive network of sales and service experts throughout the UK and Ireland and welcomes visitors to its headquarters facilities.

Heidelberg is organised into Northern and Southern Regions. The Republic of Ireland is supported by the Northern Region team with its own dedicated service staff and full access to sales and supplementary support services and equal access to the pool of resources in the Customer Support Centre.

At the Heidelberg website www.uk.heidelberg.com you can discover the latest news and views, keep informed about forthcoming events and seminars or shop for consumables around the clock. The site is linked to that of Heidelberger Druckmaschinen AG, the parent’s website where you can access product data and corporate information.

There is a single Heidelberg telephone number to call for all your needs: +44 (0)844 892 2010.
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