



Heidelberg
Assistant.
**Your digital
interface
to Heidelberg.**

Heidelberg Assistant. **The entire print shop at a glance.**

The Heidelberg Assistant gives you answers. It serves as your interactive communication platform, providing all the information you need about your print shop.

With easy to access from your PC, tablet or smartphone, the Heidelberg Assistant delivers total transparency to important KPIs, service agreements, and services at any time, so you have a direct overview of your equipment's availability and efficiency anytime, anywhere.

The Heidelberg Assistant also gives you access to a range of products and services from Heidelberg. Convenient online communication for quick and easy information transfer. What's more, you are kept actively informed about the current status of your service notifications.

Heidelberg Cloud. More benefits thanks to big data.

The Heidelberg Assistant uses the Heidelberg Cloud as a basis for real-time information and comprehensive analyses – over 10,000 presses connected to the Heidelberg IoT (Internet of Things) system and 15,000 Prinect software modules provide status and performance data that keeps you informed. Together with service reports, this data forms the basis for the Heidelberg Assistant.

Heidelberg ID. Your access to the digital world of Heidelberg.

Your Heidelberg ID ensures personalized access to the Heidelberg Assistant. A detailed role concept controls the visibility of information and authorizes applications. Users can configure their specific user settings – such as notifications – themselves.

This gives you the ultimate in security and reliability for digital communication with Heidelberg.

Heidelberg Assistant. Smart applications to ensure you succeed.

This is how the Heidelberg Assistant helps ensure the successful operation of your print shop:



Service planner

Be aware of what's going on – the service planner lists all upcoming service activities, both your own and those planned by the Heidelberg Service team.



Smart eShopping

Rapid access to the Heidelberg eShop with customized offerings for consumables and selected service parts that are perfect for your press.



Service notifications

Notifications made easy – manage and track your service notifications with Heidelberg and communicate with the helpdesk.



Knowledge

Knowledge direct from Heidelberg – expert tips, useful advice, and explanatory videos ensure swift problem-solving for various topics relating to the production process.



Invoices

Your up-to-date list of invoices including payment status – for parts, services, and consumables.



Agreements

Extensions, changes or new content – managing your agreements with Heidelberg is quick and easy.



Predictive Monitoring

Avoid downtimes and improve service planning – the annual overview shows you all the notifications for each month. A Predictive Monitoring Agreement helps you prevent issues with planned service measures.



Notifications

Direct and always current – the individually configurable notifications automatically informs you of status changes.



Tour

Take an interactive tour to get better acquainted with the Heidelberg Assistant.



Performance Services

For transparency about machine performance – you can see overall equipment effectiveness (OEE) and net productivity data at a glance. With a Performance Agreement, you benefit from further relevant KPIs and assistance in identifying and implementing improvements.



Feedback

We want to hear from you. If you have any ideas about how we can improve the Heidelberg Assistant, give us your feedback.



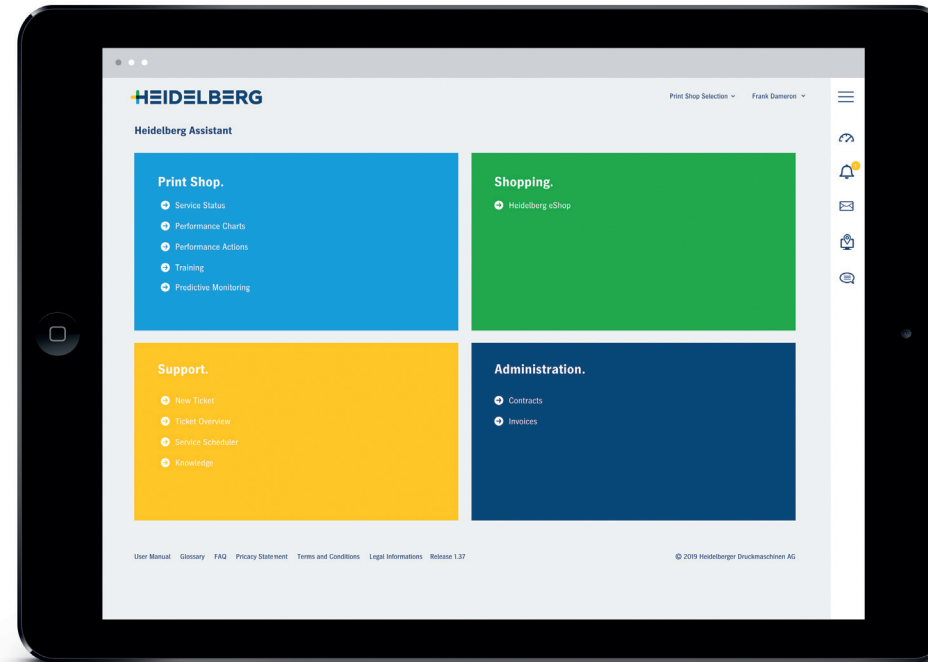
Prinect updates

Always be up to date – an overview lists all your Prinect modules and notifies you about available updates.



Contact

Get in touch directly with your Heidelberg contacts if you have any questions.



One platform. No limits.

The Heidelberg Assistant enables companies to manage one or more sites simultaneously – nationally or internationally. Specific rights can be defined for different users. As an open platform, the Heidelberg Assistant gives you the means to incorporate all your equipment, not just Heidelberg units.

The self-explanatory user interface is easy to use and adapts flexibly to different output devices. Protected by global IT security standards, the Heidelberg Assistant can easily be used for a growing number of tasks, including the internationalization of your company.

The Heidelberg Assistant is available free of charge to all Heidelberg customers. It includes all the applications described and additional services can be added for a charge.

Get in touch with us or your sales representative for further details, a private demonstration or any other information about the Heidelberg Assistant that is of interest to you.

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PTC Machine Cloud

PTC® is the market leader in Internet of Things technology. Heidelberg is currently using the European PTC Machine Cloud located in the data center in Frankfurt/Main in Germany. The Cloud data center is certified to ISO27001 and TRUSTe Privacy and is subject to the strict data protection guidelines of the EU due to its location. This offers Heidelberg and its customers a very high level of security.



Total transparency of your company:

- Complete overview of your current service and maintenance status, including predictive maintenance
- Performance analysis of all presses and benchmarking your own productivity rates
- Quick and easy overview of all invoices and contracts
- Direct access to the Heidelberg eShop with straightforward ordering processes and customized offerings for your equipment

HEIDELBERG
rg Assistant

Print Shop.

- Service Status
- Performance Charts
- Performance Actions
- Training
- Predictive Monitoring

Support.

- New Ticket

Shopping.

- Heidelberg eShop

Administration.

- Contracts
- Invoices

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