

# Heidelberg Systemservice. Our Service for You.

**Always close at hand.** With over 3,200 staff worldwide, we boast the largest service network in the print media industry. This ensures rapid access to our service experts when necessary.

**Service parts within 24 hours.** We supply virtually all Original Heidelberg Service

**Parts worldwide within 24 hours.** This applies to both new equipment and older models.

**Round-the-clock hotline.** We offer 24-hour technical and application support in many countries.

**More for your money.** Compare before you buy. You'll soon see that Heidelberg Systemservice offers the best value for money.

**Just give us a call.** Find out about the outstanding quality and competitiveness of our services.



## Greater efficiency with Heidelberg Services.

Heidelberg Services offers you a service portfolio that extends far beyond just technical service. In addition to stable production and maximum equipment availability, the integrated Prinect® print shop workflow also ensures fully automated, seamless corporate processes. Perfectly coordinated consumables boost your productivity. What's more, our training and consultancy services provide you with the know-how to improve the efficiency of your production and management processes. Last but not least, we also help you to open up new areas of business. In short, we help you improve the overall performance of your company to achieve long-term success.

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*Systemservice*

**HEIDELBERG**

The Service Partner for Your Print Shop.

# From Troubleshooting and Original Parts to Maintenance and Customized Training – a Service Partner You Can Trust.

Our portfolio:

Service Agreements	Technical Services		Performance Services
<b>Systemservice 36plus</b> Included when purchasing new equipment <ul style="list-style-type: none"> <li>• Comprehensive service package</li> <li>• Peace of mind for 36 months</li> </ul>	<b>Maintenance</b> <ul style="list-style-type: none"> <li>• Preventive Maintenance</li> <li>• Inspection</li> <li>• Cleaning</li> <li>• Fitness Check</li> <li>• Performance Check</li> </ul>	<b>Expert Support</b> <ul style="list-style-type: none"> <li>• Telephone Support</li> <li>• Extended Availability</li> <li>• Global Expert Network 24/7</li> <li>• Remote Services</li> <li>• eCall</li> </ul>	<b>Consulting &amp; Training</b> <ul style="list-style-type: none"> <li>• Print Color Management</li> <li>• ISO 12647-2 Certification</li> <li>• IT Integration</li> <li>• Print Shop Energy Efficiency</li> <li>• PMA Technical Training</li> </ul>
<b>Heidelberg Partner Program</b> For equipment already installed <ul style="list-style-type: none"> <li>• Remote Agreement</li> <li>• Maintenance Agreement</li> <li>• Value Agreement</li> <li>• Full Service Agreement</li> <li>• Performance Agreement</li> </ul>	<b>Repair</b> <ul style="list-style-type: none"> <li>• Repair</li> <li>• Overhauling Packages</li> </ul>	<b>Original parts</b> <ul style="list-style-type: none"> <li>• Original Heidelberg Service Parts</li> <li>• Repair Parts</li> <li>• Wear and Tear Parts</li> </ul>	<b>Upgrades</b> <ul style="list-style-type: none"> <li>• Hardware Upgrades for Presses and CtP</li> <li>• Retrofit Options for Postpress</li> <li>• Software Upgrades</li> </ul>

# Heidelberg Systemservice. Our Strengths.



**Our specialists.** With a presence in 170 countries, we boast the largest service network in the industry. Our specialists are extremely well trained and receive regular updates to ensure they keep abreast of the latest developments. Armed with experience dating back more than 150 years, they ultimately have one single goal – to ensure your success.

**Our technology.** Intelligent programs for early detection of errors, web-based Remote Services, sophisticated multimedia catalogs, and online support from appropriate databases – these are just some of the technologies that we are continuously developing to improve the quality and speed of our services.

**Your benefits.** Our technical services optimize the stability and reliability of your production operations. And advanced performance services help boost your productivity and competitiveness. What's more, all our services are designed to help you conserve resources and optimize your green credentials.

With Heidelberg Systemservice you can be sure of achieving the best possible results:

- Stable production
- Enhanced availability
- Maximum productivity
- Top-quality print products
- Planable service callouts and costs
- Better value retention for your production systems

## Service Agreements. The Basis for Value Retention and Unrestricted Performance.



### Agreements for new equipment.

With Systemservice 36plus, which is automatically included when you purchase a new machine, you benefit from a comprehensive service package that covers maintenance operations, repair costs, repair parts, Remote Services, and many other services.

### Agreements for equipment already installed.

Our Systemservice Partner Program agreements include everything from prepress to postpress. Four service packages (Maintenance, Remote, Value, and Full Service) cover all the basic services for your equipment. This system is complemented by an additional portfolio of services to boost your performance. All in all, an intelligent and streamlined concept.

### What our customers say

“With planned maintenance and fast troubleshooting, the Heidelberg Partner Program offers exactly the services we need to maximize our availability and productivity. The costs are transparent, which gives us even greater investment security.” Anthony Thirlby, Managing Director, ESP Colour Ltd, Swindon, United Kingdom

# Technical Services. For Stable Production and Maximum Availability.

**Maintenance.** Prevention is the best medicine and also saves money. Heidelberg® offers an optimized maintenance concept for every product and every machine. A combination of standardized maintenance packages and measures specifically geared to your machine configuration ensures stable production. This includes regular checks, calibrations, lubrication, and replacement of wear parts at specified intervals.

**Repair.** Sometimes it is just impossible to avoid onsite repair. Our experienced and skilled service technicians will quickly sort out the problem and get your system up and running again.

**Expert Support.** We help you rectify problems and resume operations quickly. Remote Service enables our engineers to access your system over the Internet and work out exactly what isn't working and why. In many cases, the error can even be

rectified remotely. If not, Remote Service still helps ensure that our engineer arrives well prepared and with the right service part, which means a repair can be completed as quickly as possible. With our new Remote Monitoring service, it is even possible to identify and prevent potential faults before they affect your production operations.

**Original Heidelberg Service Parts.** Our parts are made with the same precision as all Heidelberg equipment. Our four logistics centers in Germany, the United States, Japan, and Hong Kong have 130,000 different parts in stock at all times. Thanks to this unique logistics network, we can deliver 95 percent of all parts anywhere in the world within 24 hours – including many parts for machines that are no longer in series production.

## What our customers say

“In our opinion, Heidelberg Systemservice is the reason why our machines continue to run as reliably and productively as they do.” Mike Lunsford, Plant Manager, Knight Abbey, Biloxi, Mississippi, United States

## Performance Services. For Maximum Productivity and Top Quality.



**Consulting and training.** Whether we are advising you on Print Color Management, ISO 12647-2 certification, IT integration, workflow optimization or energy efficiency, our consulting services help boost your competitiveness through enhanced productivity. What's more, we provide practical training on actual Heidelberg equipment.

**Hardware upgrades.** Have your customers' requirements changed? Are you looking to add new functions or developments? Or do you want to make your production systems greener? Our hardware upgrades – such as the dynamic sheet brake, FilterStar® Compact, the Top Speed Package or Prinect® Inpress Control – open up a whole host of new opportunities for you. Allow us to advise you which upgrades could be beneficial for your business model and equipment.

### What our customers say

“Without the outstanding process analysis of Heidelberg Systemservice, we would never have made so many savings and optimizations in such a short time.” Felix Signer, Project Manager Workflow Integration, galledia AG, Flawil, Switzerland