

# At a glance.

## HEIDELBERG Customer Portal and Performance Services.



### Available Performance Services

From analytics & measurement, improvement of production quality & machine performance, to print shop optimization, our Performance Team is here to ensure your entire operation is running at peak performance.

- **Performance Reviews** – Periodically review your performance metrics, set improvement goals, and track your team’s progress towards increased productivity with the help of our industry experts.
- **On-Site Support and Evaluations** – Helps to create an achievable roadmap of your productivity goals.
- **Makeready Workshops** – Streamline your makeready processes to increase uptime and decrease waste.
- **Benchmarking** – See how your press performance compares against similar press configurations across the world, in an anonymous “Milky-Way” chart.
- **Performance Analysis** – Provide data-supported solutions for questions such as: What can my operators improve on? How much does my job scheduling and format size grouping affect my production? Am I able to consolidate my older presses?

➔ **Contact us at: [performance@heidelberg.com](mailto:performance@heidelberg.com)**

### HEIDELBERG® Customer Portal Features

The all-in-one digital portal that provides easy access to production & workflow apps, analytics, service & maintenance, shopping, and administration tools.

- **Real-time Data** – View job progress, machine speed, and more, anywhere with the new Insights app, powered by Prinect®.
- **Service** – Stay up to date on HEIDELBERG Service communications and access up to a year’s Service history on your HEIDELBERG equipment.
- **Maintenance** – Plan and track your Maintenance Schedule based on factory specified maintenance intervals, specific to your press configuration.
- **Vendor Managed Inventory (VMI)** – Manage your consumables inventory and ordering digitally, with full visibility through HEIDELBERG Customer Portal

### Trademarks

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