

ProServ 360° Performance

MAINTENANCE AND SERVICE CONTRACTS

Maximizing your profitability

Provided to all owners of the ROLAND 700 EVOLUTION for the first two years of the press's operation, ProServ 360° Performance is a complete productivity concept to actively monitor machine operation and ensure customers derive maximum value from their investment right through its service life.

Manroland's ProServ 360° Performance incorporates the ProServ Supreme package into an even more all-encompassing suite of services to ensure that the press will always be operating at maximum efficiency.

Manroland has combined its considerable consulting expertise and proven 'TopAnalysis' modules into a proactive program that enables printers to closely analyze their current productivity based on specified key performance indicators.

Areas of underperformance can then be further analyzed with the results fed into reports that can form collaborative plans for improved productivity.

ProServ 360° Performance comprises a 'Telepresence' service where remote access connection diagnosis works alongside the machine's inbuilt maintenance manager to diagnose and fix malfunctions.

In addition to the ProServ Supreme maintenance contract and two machine inspections, ProServ 360° Performance also includes two machine maintenance sessions, six remote check-ups, five productivity analysis modules, full 24/7 accessibility, as well as fault diagnosis with trouble-shooting intervention procedures provided as necessary.

- Control costs through the entire warranty period
- Ensure maximum machine stability, right from commissioning
- Achieve and maintain maximum levels of productivity
- Lower or eliminate unplanned disturbances
- Regularly monitor machine productivity
- Maintain or even optimize machine availability



Inclusive repairs and spare parts make it easy to plan.

ProServ360°
PERFORMANCE

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Included in ProServ 360° Performance

ProServ Supreme maintenance contract

- Two inspections of machine and all its aggregates
- 2 supplier maintenance sessions (scale depends on machine utilization)
- Spare parts, planned and unplanned repair services

Telepresence

- Machine technically able to establish a remote connection
- Malfunctions on machine remotely diagnosed via remote connection
- Machine equipped with maintenance manager which informs the printer when maintenance is required

TSC 24/7 Service

- 24 hour accessibility
- Instigation of troubleshooting procedures
- Six remote checkups
- Remote support

Productivity analysis

- Five Productivity OEE Reports
- OEE Report
- KPI Report
- Performance benchmarks as required



Online or by phone – the experts at the TeleSupportCenter help when it matters.

Time Line ProServ 360° Performance – Services

