

ProServ Program

Profitability through efficient printing



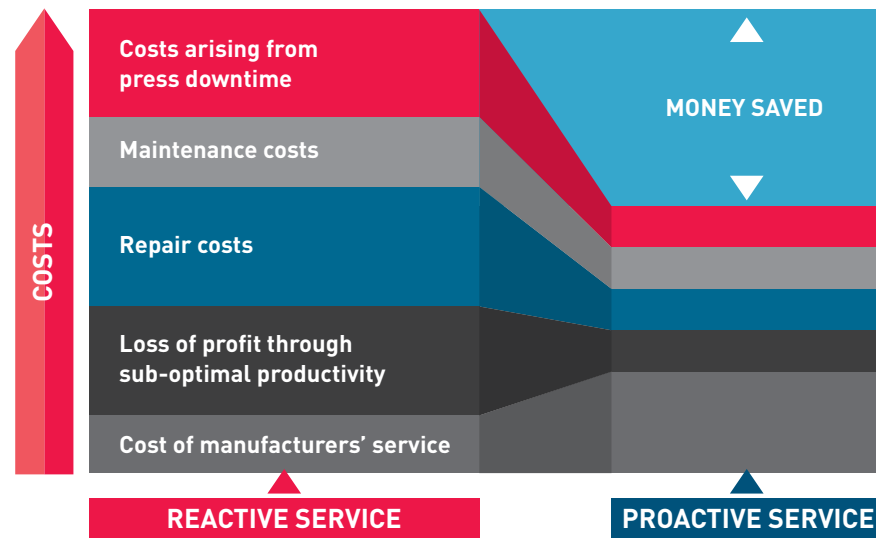
manroland
sheetfed

WE ARE PRINT.®

ProServ Program

PIONEERING PROACTIVE SERVICE

ProServ is the name for Manroland Sheetfed's service-certified supplier maintenance program. This proactive, comprehensive and needs-oriented service is designed to deliver maximum return on investment for Manroland Sheetfed customers.



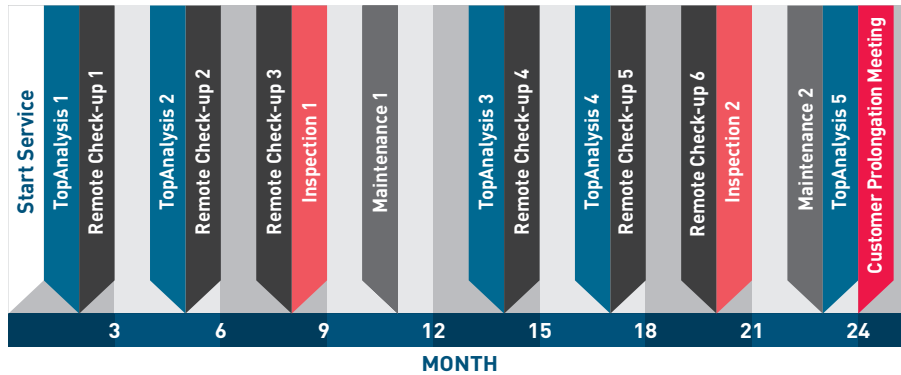
Costs are minimized with ProServ service.

Manroland Sheetfed ProServ is a comprehensive and proactive program comprising modular standardized services.

Site-inspection is carried out by Manroland Sheetfed's certified service experts, who carry out thorough status check of the press to identify weak points and then provide constructive recommendations for urgent or preventive maintenance.

The standard Maintenance module keeps the press performing at optimum levels, with SmartServices like Remote Check-up providing additional access to the service network via the TeleSupport Center where potential press malfunctions are speedily identified and rectified.

One of the most significant innovations in the ProServ package is TopAnalysis, which produces regular reports on the production data of each press, allowing printers to closely analyze productivity according to specified key performance indicators and develop plans for boosting productivity.



Standardized timeline provides plannable activities.

ProServ – upgradeable to provide a highly flexible service for a variety of needs

The ProServ program can be customized to offer highly individualized solutions, tailored to meet specific customer needs.

Alongside flexibility, the service modules prove highly cost effective over the lifetime of the contract. Included as standard on the ROLAND 700 *EVOLUTION* for the first two years, the ProServ 360° program can be extended as required and it can also be added as an upgrade to any other Manroland Sheetfed press.

Certified engineers guarantee optimum service outcomes

For superior service outcomes, engineers must not only be trained to the highest standards, they must also have a depth of experience in their related areas. With this in mind, Manroland Sheetfed has launched its 'Certification for ProServ' program for engineer teams from over 40 marketing organizations, sales and service partners.

To achieve official certification, all team members must undergo rigorous and comprehensive training for every service module in the ProServ program. All services from the ProServ program are carried out by the highly qualified and experienced engineers from Manroland Sheetfed.



"Our ultimate aim is to help our customers achieve profitability through highly efficient print production and the most efficient utilization of our presses. The upgraded ProServ program provides many ways for helping them to achieve this."

Mr. Vincent Tillemans
Head of Aftermarket, Manroland Sheetfed

■ **ProServ 360° Performance:** parts, certified services, inspection and maintenance, productivity reports, remote services and machine monitoring.

■ **ProServ 360° Comfort:** a certified inspection and maintenance program, productivity reports and remote machine monitoring

■ **ProServ BasicPlus:** a certified inspection and maintenance program

■ **ProServ PitStop:** a certified inspection to dedicated machine assemblies



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