

# Messenger extra



print.competence:  
increased productivity

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**ps** printservices

New operating  
concept:  
News Corp Australia

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Integrated Inkjet:  
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## Service secures future

### Our service pillars

**H**ow would you describe modern and future-proof service? For us at manroland web systems, service means being a reliable partner in helping our customers, whether dealing with pressing issues or strategic challenges. We have

based

long-lasting standard with retrofits and upgrades, and print.competence assures sustainable increases in productivity. Long-term service contracts provide planning and budget certainty. In all its offers, manroland web systems focuses on high-quality original products and premium services that only a manufacturer can provide: this includes R&D, qualified and well-trained technicians with comprehensive experience, tailored training programs, and 24-hour service.

#### classic.service for production reliability

What does classic.service comprise? This main service pillar covers spare and wear parts supply,

conventionally or online via the manroland STORE, but also encompasses repair and maintenance work, troubleshooting with the TeleSupportCenter, and press relocations. Our customers benefit from our service managers' and technicians' many years of combined experience. Every day, they take on all the tasks that ensure production reliability in the pressroom.

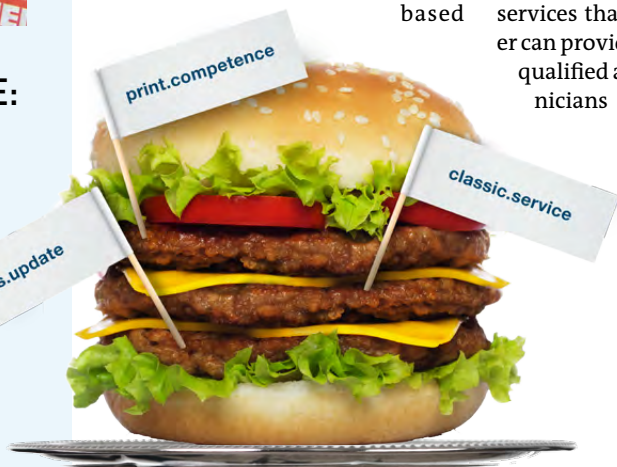
#### press.update: a future-proof solution

Increasing competitiveness also means being a step ahead

of other companies. This applies both to manroland web systems and its customers, and is the basis for the press.update program technology. Drive and control overhauls or retrofits provide printing companies with state-of-the-art technology and ensure efficient production. Printing becomes even more profitable when press upgrades are implemented and combined with a business model. This can include special folds with the Mini-Plow, gluing, Integrated Inkjet applications for attractive elements in the printed products, or a narrowed-down format as part of a newspaper relaunch.

#### print.competence increases productivity

Process optimization is our mission, and printing houses value our approach. This is why we have launched print.competence whose service packages optimize existing production resources and processes and prepare them for the future. Our goal is to continuously boost productivity and profitability throughout the entire value-added process. Data management, process optimization, consumables, and training: the specific elements of our expertise at manroland web systems are bundled individually to provide our customers with sustainable and measurable results, namely an increase in productivity. ■■



our service offering on three pillars, each filled with specific offers. Together, they create a complete service portfolio that is our means of contributing to our customers' success. classic.service ensures press availability every day, press.update brings press equipment to a state-of-the-art,



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## Dear Readers,

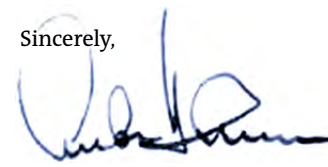
Our aim at manroland web systems is clear: we want to set the standard in the printing industry as a full-service provider. That's what we're working for around the world, 24/7. Today's market requires an integrated service approach. Gone are the days when service was basically synonymous with maintenance, parts supply, and troubleshooting. Without a doubt, these continue to be important service elements, and we have been handling them reliably for many years. While you recognize that in us already, you have also come to expect much more from us today. You want manroland web systems to be a proactive, state-of-the-art service provider and consultant for all areas of printing.

Your demands are our mission and motivation. We have created or product lines press.update, classic.service, and print.competence, to help safeguard

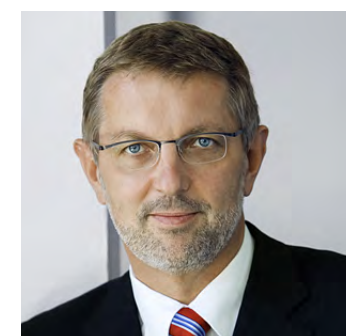
the future of our customers. Our cross-divisional organization allows us to constantly optimize the products and processes across our entire company based on customers' needs. Fast responses, reliable and market-driven deadlines, as well as consistently high-quality products and services, take center stage.

A real beacon of these offerings is our comprehensive press.update program. Many customers do not yet know about all the opportunities offered by retrofitting, general overhauls, and upgrades. Some of these are surprisingly easy to implement. We also explain how manroland web systems has positioned itself anew with „print.competence“. Here we've systematically consolidated divisions that belong together, which are including data analysis, training, process optimization, and the supply of consumables for the printing process. Find out how your pressroom processes can profit from our programs!

Sincerely,



Anton Hamm  
Vice President Service  
manroland web systems GmbH



## Always on the road

### The Servicemobil

**Y**ou might have seen it if you've ever been on the German Autobahn. After all, the new Servicemobil from manroland

web systems isn't exactly discreet: it's clear that it packs a punch in terms of service. Though the van often travels to France, starting out in Augsburg or Plauen, it also visits customers in Ljubljana, Slovenia, or Chemnitz, Germany. A technology specialist from manroland web systems is behind the wheel with all the tools, parts, and equipment needed for maintenance and repairs on board. Service technician Jörg Wunderlich has already covered quite a distance with the Servicemobil: "Our customers are always very welcoming, and we rarely need to handle emergency cases. I mostly travel to customer sites to perform maintenance work as part of service contracts."



## Retrofit with a new operating concept



News Corp Australia leads the way into the future across all locations

**M**ore efficient machine control systems and production processes, plus networking different locations: these were the challenges faced by one of the largest newspaper publishers in the world, News Corp Australia. In collaboration with manroland web systems, a comprehensive retrofit solution was developed and began installation in April 2013. All four NEWSMAN (COLORMAN) lines at the Brisbane production site have delivered results reliably for the past two decades and now the first press has been commissioned after being upgraded with a number of innovative automation and reporting features. News Corp Australia hopes the control retrofit will ensure that its machine equipment at the Brisbane, Sydney, and Townsville printing locations remains up-to-date for the next 10 to 15 years. And cross-location control makes for effective production processes. It is also fundamental for the

headquarters in Sydney to generate valid, standardized print data reporting.

#### New control consoles mean new efficiency

In the context of manroland web systems' groundbreaking operating concept, News Corp Australia is replacing all its control consoles with the new manroland web systems ControlCenter. Highly automated, coordinated autoprnt functions control the complete production process from the startup of the presses to the finished printed products in the delivery system. The ControlCenter intuitively guides the printer through the entire printing process – as easily and conveniently as a navigation system. Press operators become production process supervisors. This process includes new automation features such as the Inline-



#### Your Expert



As Head of Automation at manroland web systems, which stands for a groundbreaking automation concept, **Dr.-Ing. Gregor Enke** plays an important role: News Corp Australia's decision for the new operating system confirms Dr. Enke's commitment to innovative developments: "The customer opted for a tailor-made solution consisting of synchronized hardware and software components; among others the reporting possibilities for the management were very much appreciated. The complete package ensures optimal functioning and availability of the printing systems."

Control systems, QuickStart, and a production planning tool. The Australian company achieves considerable reductions in waste, as well as increased production efficiency. The improved TSC (TeleSupportCenter) tools also play their part. For News Corp Australia, the retrofit will bring increased production reliability thanks to modern electronic components and autoprnt functions. Production costs are reduced based on efficient production processes and, at the same time, printing quality increases. Moreover, the retrofit project started quickly: the purchase decision was made, and less than six months later, on-site implementation began. This can be accredited to manroland web systems' Australian market organization and its excellent local coordination.



Ink vibrator rollers with traversing gear for roller exchange, diverse bearings...





## Without any restriction

**InlineDensity Control now available** for PECOM 95 and up



**C**ustomers who set their heart on having the InlineDensity Control can now be sure they will be able to use the fastest color control system for commercial printing on the market. manroland

web systems developed the dynamic tool with this goal in mind and is now presenting the results of its work: InlineDensity Control as a standalone variant. No modifications or retrofits are required for the software and

hardware, and InlineDensity Control can be implemented from PECOM 95 and up – practical facts that make for an affordable system.

### Fully integrated technology

InlineDensity Control is controlled from a separate operating station, which has been equipped with current software and the latest touchscreen displays. InlineDensity Control provides an upgrade for your system that, after parameterization, offers the same measuring and control performance as the fully integrated system. The system regulates ink density based on color markers in a print control strip. The measuring control modules are arranged across the full width of the press and can therefore capture the entire measuring strip in a single reading for each color. With higher frequencies, the InlineDensity Control records the

ink density quality for the entire production cycle. The system offers the wide color range customers have come to expect: up to eight different inks, four process colors and four special colors can be regulated.

### Virtual powers

How successfully can this retrofit be integrated in older PECOM environments? manroland web systems harnesses the power of virtuality and uses it to bring the central control console into the year 2013, complete with ink density control. This also means less waste, automated color control, and the latest production and quality advantages. The printnetwork PressManager package is supported by a virtual control center, which loads the products and initiates production. To regulate ink density, users can activate and deactivate the control mechanism, set target values, and control the print quality on the monitor. ■

## Three Around: for 150 % productivity.

Print is always on the move. In dynamic markets, printers need to adapt to new conditions. This is manroland web systems' focus: you, your business, and your future. Your objective: a reader-friendly newspaper format that does more than just reduce width. The Three-Around concept from manroland web systems will get your newspaper press ready for a new business model. It is easier than you think. manroland web systems GmbH, Augsburg, Germany. WE ARE PRINT.®



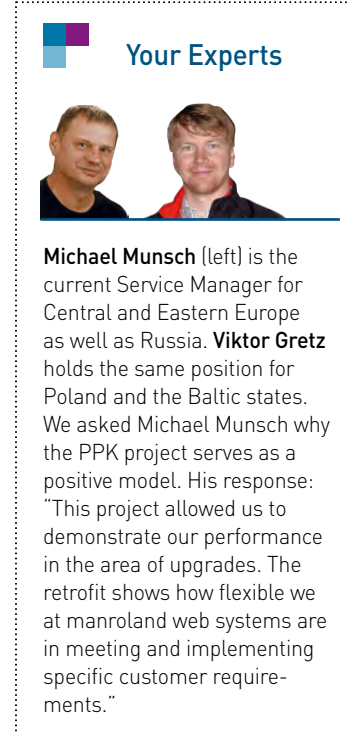
## press.update: optimizing cost per copy



**Retrofit with DataCollect at PPK**

**B**y retrofitting the control of a ROTOMAN and a LITHOMAN in early 2013, the Russian printing house PPK hoped to set itself and its customers apart from the competition with an optimal cost per copy. Pervy Polygraphichesky Kombinat (PPK) in Moscow specializes in the high-quality production of magazines such as Men's Health or regional Cosmopolitan editions, catalogs, and newspapers in large and medium-sized print runs.

"We strive towards the most efficient production possible to increase profits for our customers. We take full responsibility for the production and on-time delivery of printed products," explains Kirill V. Gulyaev, General Director of PPK. The goal was an improved cost per copy for newspapers, achieved through reduced waste and more efficient processes. Because the options for interaction between the former management information system (MIS) and the presses had been exhausted at PPK, manroland web systems developed a new concept. Two ROTOMAN from 2005/2008 and two LITHOMAN from 2007/2008 were retrofitted. More specifically, the



**Michael Munsch** (left) is the current Service Manager for Central and Eastern Europe as well as Russia. **Viktor Gretz** holds the same position for Poland and the Baltic states. We asked Michael Munsch why the PPK project serves as a positive model. His response: "This project allowed us to demonstrate our performance in the area of upgrades. The retrofit shows how flexible we at manroland web systems are in meeting and implementing specific customer requirements."

retrofit included an ODBC interface with a PECOM update for the control console, production planning with a modernized PPM station (printnetwork PressManager), the printnetwork Monitor system, and shopfloor data collection with DataCollect. Employees also underwent training. ■



## Easy, precise monitor proofing

**PressProof True Color**

**P**roofing each hard copy? High-volume webfed printers often simply don't have the time or budget when top productivity is required at all times in their pressrooms. This is why manroland web systems offers PressProof TC (True Color), the large format softproof system that is both user-friendly and precise. The new generation of the digital proofing system is easy to retrofit and boasts a number of technical highlights. Both in manroland web systems environments and third-party settings, printers benefit from patented, intuitive navigation and a mobile monitor

for extremely large printing formats.

### Simple navigation

PressProof TC is controlled on a multi-touch screen: a fast, intuitive, and smooth solution. At the press of the button, the system can generate proofs with accurate colors on the monitor. Operation features include easy switching between the first and second page of an order and instant selection with a single tap. Intelligent image caching also facilitates the high-tech calibration of individual monitor sections and allows image sections to be moved quickly.

### Precise image sections

The mobile monitor is ideal for LITHOMAN web widths that can reach up to 2.96 m. PressProof TC proofs color-consistent parts of the web page. The printer slides a rolling proofing monitor directly along the printed sheet. The system sensor detects the monitor position, which is then used for a precise representation of the corresponding printed sheet image section. ■



...sealing rings, and disks for roller service and minor repairs, tools and grease pump for maintenance work. ●





## Newsprinters leaves nothing to chance

### Press availability par excellence

Excellence in networking and automation sets the tone at Newsprinters. The company's three sites – Broxbourne, Knowsley, and Eurocentral – utilize 19 COLORMAN printing systems to print the newspapers with the widest circulation in the UK: The Sun, The Times, The Daily Telegraph, and northern editions of The Financial Times, to name a few.

#### Automation ensures production reliability

Thanks to optimized PECOM functions, all 19 COLORMAN presses produce with a high level of automation. The advantage: consistent processes and continuous availability, meaning

real peace of mind for internal and external customers.

#### Presses are only profitable when they're running

At Newsprinters, the presses never stop. For a company operating around-the-clock, reliability is of the highest priority. This explains why Newsprinters chose a service level agreement from manroland web systems. The British company benefits from extremely short response times in case of press malfunctions and ongoing reporting on press downtime.

#### Around-the-clock assistance from the TeleSupportCenter

This service is provided by



specialists at manroland web systems, available 24/7 via the TeleSupportCenter, to ensure reliable production. No matter whether you need experts in mechanics or electronics – competent contact partners can always be reached.

Performance statistics provide the evidence: the majority of cases are resolved very quick-

ly via TeleInspection. Monthly reports on all accumulated cases are just further proof. And that's not all: because the three sites and 19 COLORMAN presses are networked, software updates can be installed on all press equipment via TeleInspection remote maintenance.

## Successful UNISSET expansion boosts capacity

**Eight times and running:** the latest collaboration between Jiefangjun Bao and manroland web systems

How does a printing house increase its production capacity? Jiefangjun Bao Printing Factory chose to approach this challenge by expanding on one of its UNISSET units in Beijing. Jiefangjun Bao owns several web offset presses from manroland web systems, including a number of UNISSET systems. In early 2013, a new printing tower was built for one of the company's existing Jiefangjun Bao Printing Factory to meet increasing requirements in the area of business development and continue to strength-

en its position as the largest and most important printing house in China.

The goal of this project was to increase the production capacity of the expanded UNISSET by 30 % and also substantially improve other printing parameters. Jiefangjun Bao has been a customer of manroland web systems since 1986, and the two companies have collaborated on many projects over the years. Li Kang, Director at the Jiefangjun Bao Printing Factory, states: "We are now on our eighth contract with manroland. The excellent printing quality, high degree of automation, and flexibility of print-



ing presses from manroland web systems bring us huge benefits. That's why we decided to partner with manroland web systems once again for this project." Because of its high printing quality, as well as the execution and variety of its products, Jiefangjun Bao is highly respected in the Chinese printing industry. In addition to the company's own newspapers, such as Jiefangjun Bao, Zhongguo Guofangbao, Zhongguo Minbing, and Military Correspondent, it produces more than 100 newspapers for government ministries and the military in China.

### Your Experts



At manroland Greater China, they form a strong team: **Wu Xinxin** (left), Deputy General Manager Web Offset Division, and Project Manager **Rainer Mauer**. He is familiar with the specific customer requirements in Asia and, with his expertise, he has led many installations in China, commercial web presses in particular, to success. This know-how was also very important in the demanding Jiefangjun Bao project, as Wu Xinxin reports: "The extensive collaboration between everyone involved, both on our side and the customer side, has again proven successful. We were once more able to demonstrate our high technical competence and quality in implementation."

## Cross-media at BILD

News giant with Integrated Inkjet

Integrated Inkjet has already managed to win over readers and advertisers with applications in newspapers. After all, Germany's largest daily newspaper, the "BILD", uses the imprinted code produced with Integrated Inkjet in its cross-media business model. manroland web systems has integrated a total of 22 inkjet installations across a number of printing sites for the media company Axel Springer AG. Now, this experience will be put to work to boost the attractiveness of heatset products. And there's little doubt that variable data such as lottery numbers, QR codes, and changeable images or text segments will attract wide interest in the world of magazines.

manroland web systems upgrades presses, equipping them with an inkjet unit that does not require any specific system model or manufacturer. In production, Integrated Inkjet ensures accurately positioned imprints without a loss in speed, without added waste, or longer change-over times. Models such as the Prosper S30 inkjet system from Kodak are optimally integrated in the production workflow and operating concept. Integrated Inkjet accomplishes this thanks to the implementation of two modules: The automation module lays the foundation for electronic and software-related requirements, and the web lead module ensures the constructive, mechanical, and technical adjustment of the web lead.



### Your Experts



**Dirk Schmidtbleicher** (right): As Vice President of press.update, Schmidtbleicher has a good overview of all press.update projects and can answer questions such as: which projects are happening where; which experiences can we use? In the Integrated Inkjet project, Schmidtbleicher was most impressed by the speedy and goal-oriented teamwork with the customer: "For the newspaper, a forward-looking concept was combined with a very good

business model, and the whole process, from order to installation, was achieved in a very short time." **Günter Braun** and his team worked to make this possible. Braun heads the service department for Germany, Austria, and Switzerland, as well as Central, Eastern, and Northern Europe, and welcomes the openness of manroland web systems: "We have been able to demonstrate first-rate performance in the integration of inkjet modules not only for our own systems, but also for equipment from other manufacturers, as was the case at Dogan in Frankfurt."



In the market for high-performance production and operating comfort? So was **Aller Trykk**. The Oslo-based company recently chose to introduce a retrofit for the drive system and control console on its press, along with staff training. "Once again, we have a LITHOMAN that will continue to deliver its usual high level of performance and excellent printing quality, now and in the future," summarizes **Kolbjoern J. Vogt**, Service Manager at Aller Trykk.

#### Quantum leap with a retrofit

The printshop's goal was to gear up for future challenges by reworking the control, operation, and drive technology on its LITHOMAN. This is why the OMEGA DC drive system was replaced with the latest Siemens drive technology. The customer benefits from increased produc-

## Retrofit for operator technology and control console

Aller Trykk in Norway gets its LITHOMAN fit for the future

tion stability through better diagnostic capabilities and improved synchronous run of the drive system. Web tension issues have become a thing of the past. In addition, the support provided by the TSC team (TeleSupportCenter) from manroland web systems can be used even more effectively. **Kolbjoern J. Vogt** explains: "The reason for this investment was to minimize production downtime, to improve the drive system, and to extend the lifespan

of our equipment. Highly qualified technicians from manroland web systems cooperated perfectly with our staff. This provided us with the certainty we needed during the entire conversion process." Since the retrofit, operation of the printing press has been absolutely stable. And the control console, equipped with the latest hardware and server technology from manroland web systems, features significantly enhanced operating comfort.

### Your Expert

**Armin Grün**, Service Manager, is responsible for ensuring an optimal level of service in the Nordic region. We asked Mr Grün why the Aller Trykk project serves as a model. His response: "We kept the customer well advised and presented an offer specifically tailored to a twelve-year-old printing press. What did this project show us? If they are convinced of the specifications and benefits, printshops are definitely prepared to invest in a retrofit to ensure the availability of their systems."



# Markets

## SERVICE SECURES FUTURE.

This is why manroland web systems features a service portfolio more comprehensive than any other in the printing industry. This ensures production reliability and long-term investment security for our customers worldwide around the clock. We provide support in troubleshooting, upgrade printing presses, optimize processes, and offer training as well as consumables. All of this includes individual consulting because people and markets vary. Additional questions, wishes, dreams? Contact your regional manroland web systems service expert!

**USA >**  
Greg Blue



**Commonwealth of Independent States (CIS) · Middle East · North Africa · China >**  
Kersten Frotscher



**United Kingdom >**  
John Ellis



**Germany · Austria · Switzerland · Nordic >**  
Günter Braun (Newspaper)  
Anton Happacher (Commercial)



**India >**  
Pankaj Bhasin



**South America >**  
Heiko Ritscher  
Albrecht Röser



**Australia >**  
Graham Wickham



**Western Europe >**  
Franz Aukofer



## Your printing system deserves "THE ORIGINAL"

**Original spare parts** from manroland web systems won't let you down, even at maximum production capacity

**T**here's a reason why premium printing systems from manroland are synonymous with the highest standards in precision and quality. For the manufacturing and installation of original spare parts, our customers rely on the proven expertise of manroland web systems.

**We aren't satisfied until our customers are**

Together with our customers, we are always searching for economical ways to create new products, even sturdier materials, and optimized processes. Only with these high standards can we ensure that we truly hit the mark

when it comes to customers' requirements. Permanent further development to improve on the high quality of our parts is our top priority. Just one example: our cutting knives, which we have brought up to an even higher quality standard. The use of top-grade material almost doubles the service life. In this case in particular, this translates into enormous time and cost savings, as the cutting knives do not have to be replaced as frequently.

**Keep your printing system up-to-date**

The development of successor products is becoming increasingly important – especially with ever shorter production cycles for electronic parts. Within the scope of a press. update solution, be it an electronic upgrade or a mechanical retrofit, your printing system can be elevated to the latest technological level with a manageable investment. Often, additional useful features which were previously impossible to implement can also be integrated

**Original parts ensure long-term cost effectiveness**

Investing in original spare and wear parts offers sizable savings potentials. Vastly increased press availability through minimized downtimes and high efficiency through the long service life of the original parts are only two advantages that lend themselves to an optimized cost-benefit ratio. Another plus: consistently high quality for print-ed products. Investing in original parts is worthwhile as they optimize per-

formance and increase the service life of your printing systems. Since we use superior materials coupled with many years of professional expertise, we are so confident of the results that we do not hesitate to offer a warranty for our original parts. For large press revisions in particular, our customers appreciate this added security.

**Order original parts according to your needs**

In addition to the standard ordering channels via fax, e-mail, or telephone, our online shop, the manroland STORE, offers our customers another convenient way to place their orders. Here, you can order spare and wear parts and tested and certified printcom.web consumables around the clock. Read more about the manroland STORE on the following pages. ■



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## Buying cheap often means paying dearly

**Consequential damage** caused by service "pirates" and imitation spare and wear parts

**D**r. Colin Sailer, publicly appointed authorized expert for printing presses, reports on his experiences from the field.

The strained economic environment has caused many printshops to minimize expenditures for maintenance work on their presses. Often, independent service companies are contracted for periodical revisions, and time and again, customers are in for a shock after just a few months.

**The value of OEM expertise**

Let's take a commercial web-fed press, for example. Manufac-

turer specifications require annual measurements of the bearer ring pretension, with adjustments as necessary. This maintenance job is part of the manufacturer's core expertise and is of utmost importance for the productivity and value retention of the system. To illustrate this fact

with an example: a few months after contracting an independent service company, one printshop discovered visible changes to the running surfaces of the bearer rings. And this is where the hassle begins: in a first step, an authorized expert is contracted to assess the damage and find clear evidence for its cause.

**Dr. Colin Sailer**

You will save yourself an enormous amount of time and hassle.

**Don't experiment with your maintenance**

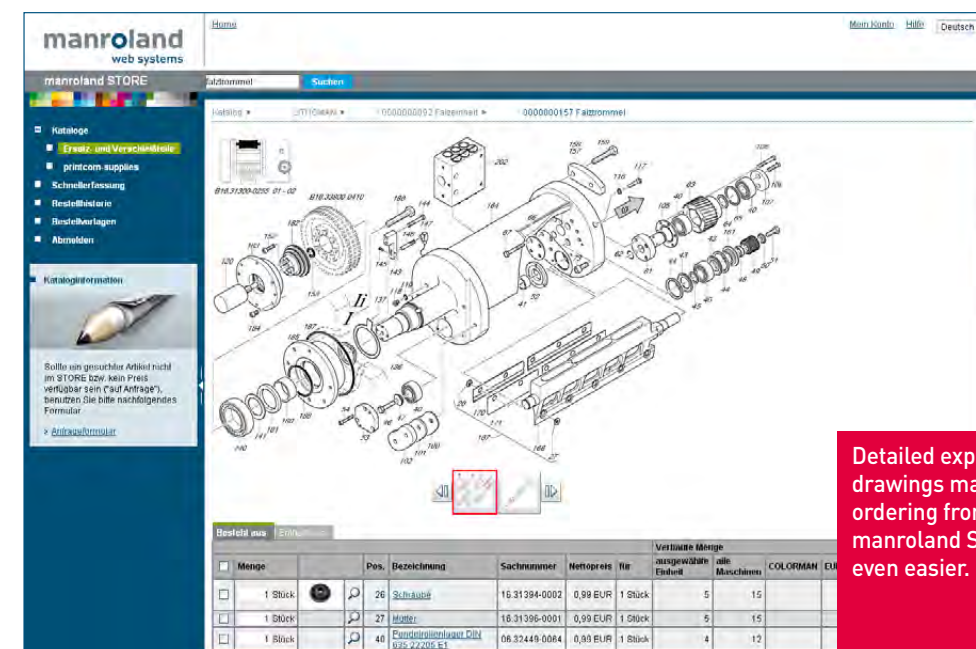
My recommendation is to be very cautious with imitations, at least when it comes to the core components of your printing systems. Printing companies would

be well advised to contract specialists from the press manufacturer from the very start and not to get involved in any "experiments". With competitive prices for spare and wear parts from manroland web systems and related maintenance work, there is no reason to "stray" from the OEM. And above all, you will save yourself an enormous amount of time and hassle. ■



## Have you done your online shopping today?

**When it comes to convenient, economical shopping** for parts and consumables, no one can beat the manroland STORE



Detailed exploded drawings make ordering from the manroland STORE even easier.

**P**lace your orders for original spare and wear parts, consumables, components, and aggregates simply and efficiently – use the manroland STORE. You get a comprehensive product portfolio in tested quality and save money with our attractive online prices – around the clock.

**It couldn't be easier**

As soon as you log into the manroland STORE, you will find a clear overview of your individual pressroom equipment. From this point on, a user-friendly navigation system guides you through the shop. All spare and wear parts are displayed clearly with their respective product IDs and corresponding prices – just one click and they're in your shopping cart. You will then automatically receive an order and shipping confirmation. Finally, our sophisticated logistic systems ensure quick and smooth shipment.

**Everything at a glance**

In addition to the respective parts, our comprehensive product database also shows you successor products, alternative and

continued on page 12



related products, various packaging units, and further accessories. And for our more detail-oriented users, we have provided in-depth information for many products, including extensive product descriptions, images, and information sheets.

**Faster and more convenient ordering**

Your customized shopping lists and order history are accessible at all times, making your work much easier. The result: no more time-consuming searches. On request, we can also link the STORE to your internal ordering and processing system, giving you access to all relevant data directly in your inventory control system.

**New functions in the manroland STORE**

Back when the manroland STORE was established five years ago, its functions were already very practical. However, our customers' enthusiasm and intensive use of the STORE encourage us to keep expanding these functions and make them even more convenient. We always value and welcome your input.

We're sure you will appreciate the newly introduced product availability display feature. Your shopping cart gives you a quick overview of the expected delivery time for each product. And

you have the option to initiate a partial delivery of immediately available items.

By popular request, we are also working on a display function for graduated pricing. This will give you the option to order larger quantities at even more attractive terms.

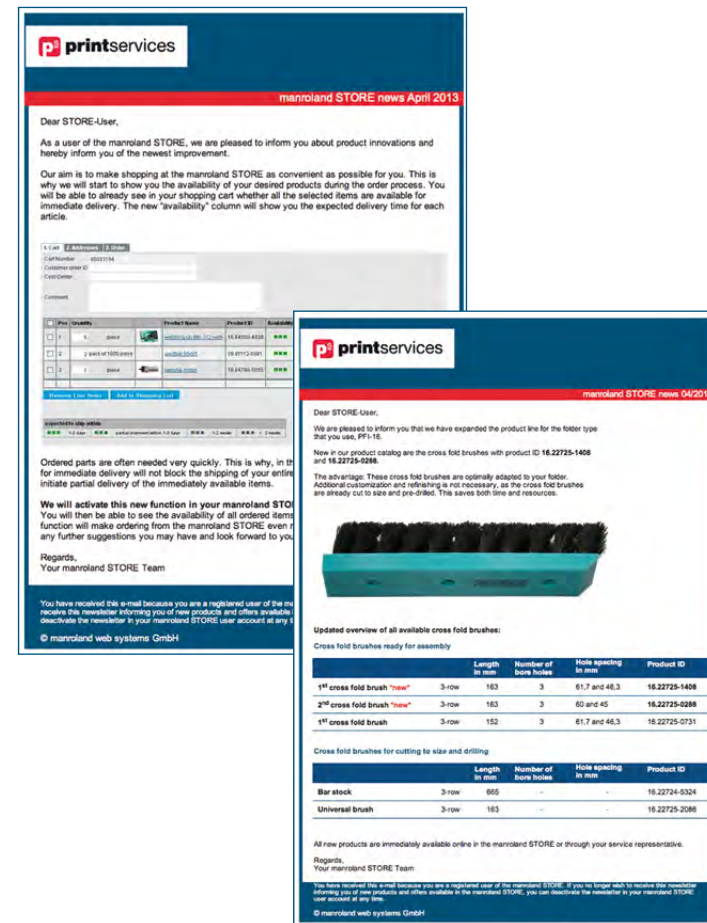
**Product portfolio expansion**

In addition to new STORE functions, we are also steadily expanding our range of products. For example, we have managed to attract many new customers within a short period of time with our cleaning felt for the periodical cleaning of chain slide rails on webbing-up devices. As a result, you can significantly reduce cleaning and maintenance times. In comparison with manual chain slide rail cleaning, this process is not only easier and quicker, but even cleans hard-to-reach areas of the webbing-up device efficiently.

For you, this means high cleaning quality together with simple handling, all in less time.

**Always up-to-date**

The manroland STORE newsletter our users can now regularly receive our newsletter with current information regarding new products and functions in the manroland STORE. ■



The manroland STORE newsletter always keeps you up-to-date.

Get a fast overview of product availability.



# The clever solution for maximum production reliability

Your hotline for quick assistance – TeleSupportCenter available around the clock worldwide

**A** TelePresence contract from manroland web systems offers you optimal production reliability. As your strong partner, we guarantee you quick assistance over the phone or online. manroland web systems printing presses stand for maximum availability and reliability. If a malfunction does occur, our experts from the TeleSupportCenter will have you up and running again with fast, professional support.

**Experts provide reliable, quick assistance**

Our experts from over 25 specialist departments provide support in troubleshooting and resolution by phone around 10,000 times a year – 24 hours a day, 7 days a week. With more complex malfunctions, TelePresence establishes an online connection to your printing press. As a result, we are able to resolve more than 90 % of the cases via remote maintenance, eliminating the travel costs of a service technician.

**Comprehensive access and short response times**

Our TelePresence customers are convinced of our services. The TeleSupportCenter already services over 85 % of presses available via remote access worldwide. With a fast, direct online connection to our customers' printing systems, we are able to resolve around 30 % of the press standstills in under 30 minutes. All recorded cases are

tracked systematically and continually until the final solution is found.

**The "care-free" package**

With our standard TelePresence, you get all necessary services at an attractive flat rate. We offer quick, competent assistance and minimal handling at attractive terms. As an option, you can also receive a case report with complete documentation for every malfunction case. In addition, with TeleConsult we provide you with a detailed evaluation of your printing system's availability, which helps identify optimization and savings potentials at a glance. This is where our print.competence products come into play. Read more on page 14.

**Be on the safe side with our TelePresence services**

TeleSupport: The telephone hotline enables quick troubleshooting and resolution so you can continue production in no time.

TeleInspection: With more complex malfunctions, we establish an online connection to access your printing system directly and provide you with quick assistance.

TeleLink: To guarantee access to your printing system in case of a malfunction, we regularly check the online connection to your press.

CaseReport: You receive chronological documentation, from the time you report the error, to the

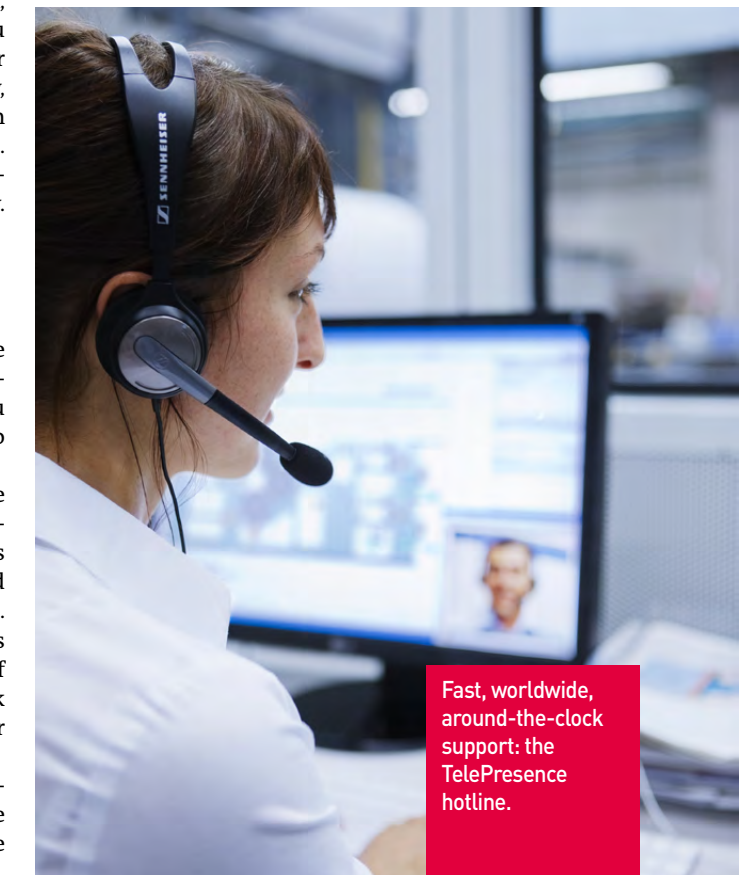
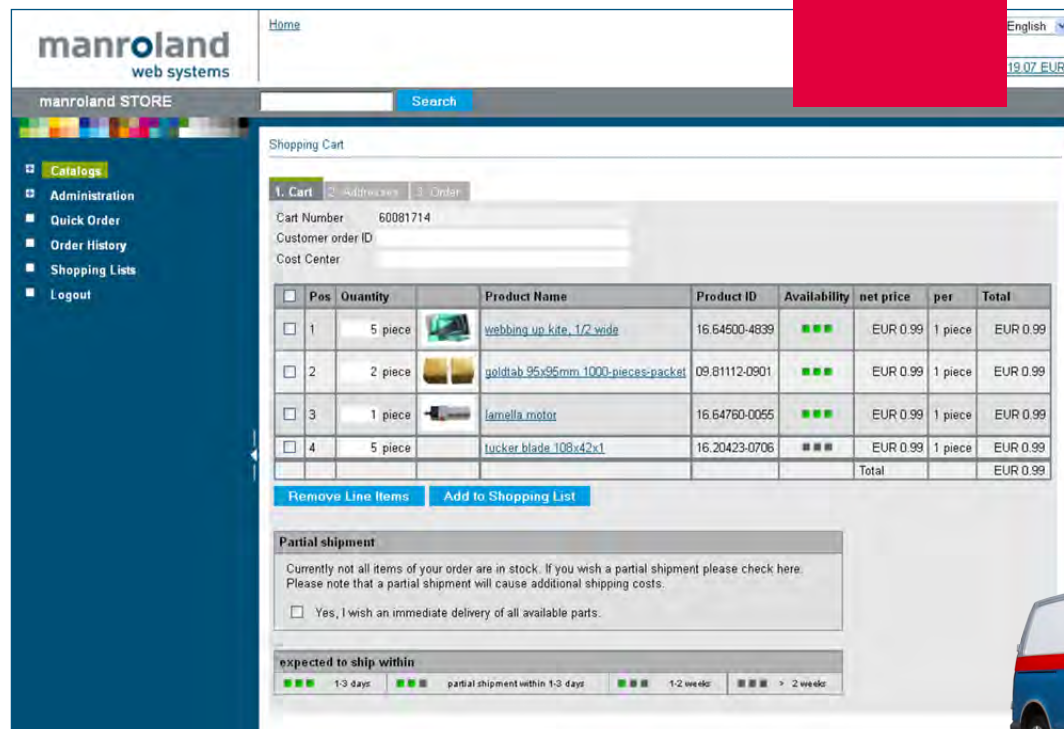
solution. When opening a case, you receive a detailed description of the malfunction via e-mail. And after the case is closed, you receive the complete case history.

Performance report: You receive an evaluation of the contractually agreed response times. The recording and processing of your individual case is documented.

TeleConsult: We provide you with detailed information regard-

ing your printing system's performance. You receive an evaluation of the production data which allows you to identify savings and optimization potentials for your production system.

Third-party aggregate support: With our years of experience, we are well-equipped to meet even this challenge. With more complex malfunctions, the sub-supplier's service unit is involved. ■



Fast, worldwide, around-the-clock support: the TelePresence hotline.





## Service expertise in printing – print.competence

### Sustainable increase in productivity

Being competitive means optimizing existing production sequences and production resources as well as being prepared for the future. manroland web systems' printservices offer extensive and proven solutions to meet your requirements. From classical service that uses original parts to secure the press' availability and reliability up to pressupdate products that ensure the press technology is always state-of-the-art.

#### Realize potentials with print.competence

The new print.competence range from printservices includes additional optional services for the sustainable optimization of your entire production process. A detailed analysis of existing press data gives a comprehensive overview of the press' performance. The interpretation of this data together with your team helps

identify potentials for optimizing production sequences and provides conclusive performance comparisons. This is precisely where print.competence shows its strength: long-term, needs-based service packages increase the printing system's productivity and offer significant savings potentials.

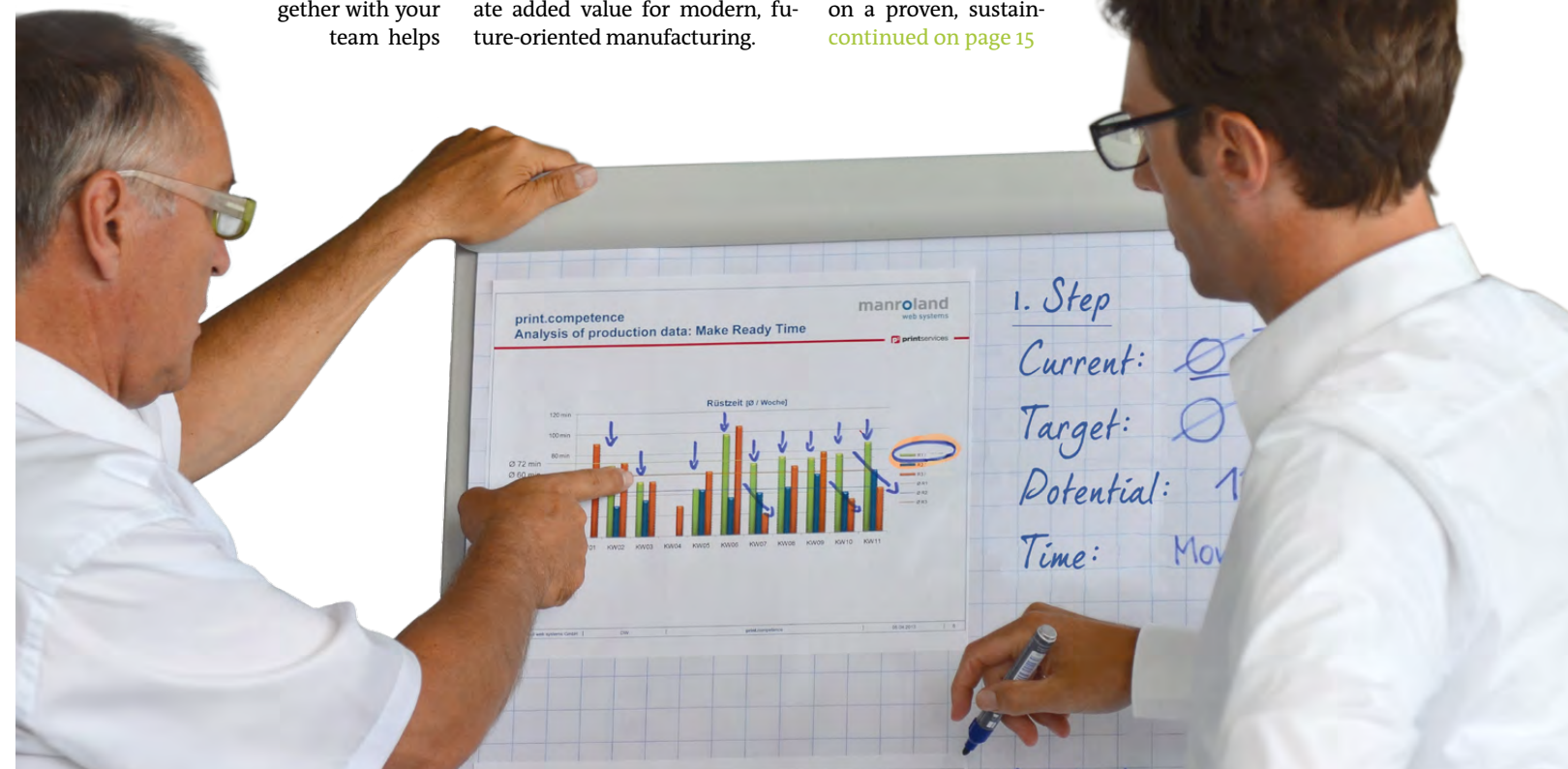
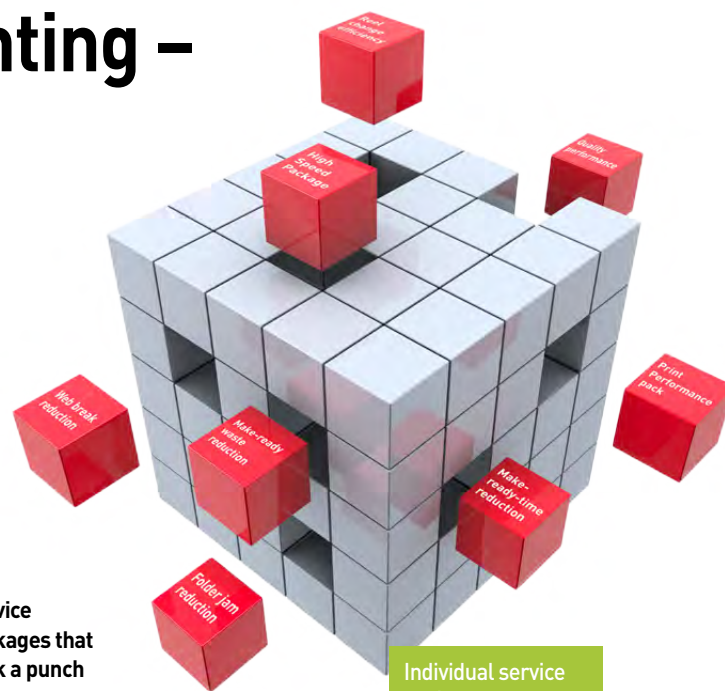
#### We bundle our competencies

The all-round combination of data management, process optimization, consumables, and training yields sustainable and measurable results. Our goal: comprehensive service expertise for complete printing solutions to continuously boost productivity and profitability throughout the entire value-added process. With our experts at manroland web systems, a network of strong partners, and with tested and certified materials, we work together to create added value for modern, future-oriented manufacturing.

#### Service packages that pack a punch

Offset processes are influenced by various factors. Our service packages are set up so that we can work on individual results while taking the overall process into account. Since we offer customized solutions, our portfolio is both modular and flexible, resulting in an abundance of combination options for targeted service packages. Our focus here is on a proven, sustain-

Individual service packages to complete overall performance.



#### Data management

Measurability of press and process

#### Training & education

The press operator is one of the most important success factors

### print.competence



#### Process optimization

Collaboration of technology, organization, and human resources

#### Consumables

Harmonious interplay of press and materials

For sustainable productivity: print.competence components at a glance.

able increase in profitability. The overall approach is a 360° concept for coverage and optimization of the entire process.

#### A structured approach ensures success

Together with your employees, we first perform an extensive analysis of all production-related parameters. Pairing processed press data with comprehensive expertise helps identify potentials for improvement. We then collaborate to develop an optimization concept and define con-

crete targets. To ensure a sustainable increase in productivity, we fine-tune the process where necessary to make sure you are reaching your targets. Building on results achieved, further aspects or presses can be taken into consideration once a successful implementation has been completed.

## printcom.web solutions

### Consumables straight from R & D

High-quality and exclusive? Absolutely. Unobtainable? Far from it. manroland web systems makes a clear statement with the new consumables from printcom.web solutions: excellent quality for all, available worldwide, and to customers of both manroland web systems and other manufacturers. Stephan Tobias Müller, who heads the area of Consumables/printcom.web, explains: "The products for printcom.web solutions are exclusively based on our specific performance requirements. This allows us to build on our proven range of printcom.web consumables, which have represented the highest standards in web offset printing for years."

The new printcom.web solutions brand offers only products that have been successfully tested in R&D and proven in practice. "This is where our long-term experience and research using the latest equipment on the market pays off," says Müller. The new products include solution additives that are optimally adapted for the APL units on manroland newspaper presses. The manroland STORE offers convenient shopping for consumables. Customers can see all consumables that are relevant for their production systems at a glance.

**print.competence**  
The full power of consumables, from printcom.web, printcom.web solutions, or others, unfolds in conjunction with the other components of print.competence: data management, process optimization, and training. Stephan Müller pins it down: "We want to continuously improve the productivity and profitability of the entire process. To do this, we assemble demand-oriented, individualized service packages for our customers. An important part of these packages is our consumables." Need a practical example? The specialists at manroland web systems pinpoint an above-average waste rate in a customer's pressroom. They analyze the relevant data together with the customer and design an individualized optimization plan that details potential technical upgrades, training seminars, and consumables use. A service manager from manroland web systems is assigned as a contact partner and coordinates all necessary steps until the goal of waste reduction is achieved. This is important, since the next challenge will be just around the corner, guaranteed: ongoing achievements in products and services always mean new opportunities for improvement in printing companies.



#### Your Experts



**Graham Wickham** acts as Director of Technical Services at manroland web systems Australasia. Thanks to his previous experience in top positions, he knows the Australian web fed printing industry like no other. Wickham manages the new "print.competence" business unit, which focuses on helping printing companies improve their profitability in the long term. "Printers have to be able to systematically implement more economical production concepts to achieve quick increases in productivity".



**Dennis Westheermann** (left) heads the area of process optimization in the print.competence unit. The projects in this area focus on implementing efficient, economical processes in pressrooms around the world: "We have consistently pursued this goal, developing solutions that give our customers true added value in the production environment." In the print.competence team, **Stephan Tobias Müller** is responsible for the global pressroom products business. For Müller, an integral service approach is paramount: "We use our comprehensive expertise to increase the productivity and profitability of our customers' value chains."



# Service secures future.

print.services spans the entire service range of manroland web systems. This means comprehensive support – from our classic repair service and maintenance to training, process optimization, and press.update solutions. print.competence expands this range: custom, needs-based service packages to increase productivity. The combination of data management, process optimization, consumables, and training yields sustainable and measurable results.

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