

manroland web systems' TeleSupportCentre: More than just a quick connection to our customers.

manroland web systems' Tele Support Centre takes over many diverse tasks for printing houses, like for example remote maintenance to ensure security of production and reduction of fixed costs.

Printing press producers are faced with a myriad of challenges currently: The presses running times are increasing, the technological support is becoming more intensive throughout the life cycle of web offset presses and down times and waste must be avoided with a view towards lean cost and time scheduling. Therefore a comprehensive service offering is required. manroland web systems' remote access service through the Tele Support Centre, or TSC for short, is one of the vital components involved. Pure Troubleshooting is, and has been, a thing of the past for a while now. What is required are new methods to ensure press availability.

The TSC deals with over 10,000 cases annually with a success rate of about 98%. The specialists from manroland web systems employ the Know-how and the experience contained within the entire service team, in order to, for example, deal with customer's queries via remote connections in the shortest time possible. Furthermore there are experts from each specialist department available in the 2nd Level Support. "We are not always dealing with press down times", explains Alexander Wachter, Vice President eCommerce, TSC, Customer Support. "However we solve a third of all cases within 30 minutes" Printing houses think a lot more from a preventative perspective these days. "The customers demand that problems are identified and dealt with before it comes to acute malfunctions. Production has to run absolutely smoothly because each minute costs money. The monitoring and storage of data in the sense of preventative maintenance, enable us to recognize faults and deal with them at an early stage, before they can lead to serious problems" continues Wachter. A regular evaluation of data, which is on-hand, allows us additionally to carry out improvement measures on the system which lead in turn to increased productivity. "Our customers benefit from a comprehensive service support. We recognized early that remote connections to the press serve far more than merely solving acute problems. We evaluate the data, for example, in order to produce regular reports and prepare upcoming service and maintenance work. In close cooperation with the customers, optimization potentials can be demonstrated which would lead to significant cost reductions and an increase in producing time. Now that's a real benefit!" is how Wachter describes the comprehensive advantages.

manroland web systems GmbH is the leading manufacturer of web-offset printing systems. The company provides integrated solutions for commercial web offset, newspaper and digital printing as well as flexible packaging printing. A worldwide sales and service network also markets ancillary printing equipment and pressroom products as well as software products and innovative workflow management systems.

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manroland web systems' Tele Support Center is available to our customers 24 hours a day, seven days a week, both online and per telephone.

Caption

The TSC customers expect a highly digitalized remote maintenance system and experts from manroland web systems to be on-hand 24/7 | © manroland web systems

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