



spg prints®

# SPGPrints Global Services Portfolio

Get the most out of your print production solutions. Today and tomorrow.

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Printing tomorrow.





# We're in it for the long run

## Taking care of your business drivers

Whether it's rotary printing systems, digital textile printers or industrial solutions for label printing, printed electronics and non-woven, your production lines are key assets that enable your business to flourish. Taking care of your mission critical systems is taking care of business. Not just at the initial phase, but during the many years of relentless production. Our aim is to help you get the most out of your printing systems over an extended lifespan, way past the payback period. That's when reliable performance amounts to excellent return on investment (ROI).

## Maximum uptime and sustained output quality

Maximized uptime is all about preventing serious break-downs at the worst possible moments. That's when you need to deliver large orders, performing uninterrupted production runs due to business growth on the long run. Preventative maintenance ensures availability anytime. With set intervals you can plan the shortest possible interruption to keep you going when it counts. Wear and tear of vital components are detected timely to ensure undiminished quality, reliable operation and economical use of consumables. But in the event of unexpected defects you need to be able to rely on fast and accurate response. We are ready to offer the right support at the right time.

# More than just maintenance

## Global expertise delivered at your doorstep

With decades of experience since we invented rotary screen printing and also became a pioneer in digital textile printing, we have gathered unique expertise in production environments around the world. In fact, many of our innovations originate from the shop-floor of our customers. Through our Global Services Portfolio all this expertise can be yours. We deliver a wide range of knowledge, high precision tooling, original spare parts and high quality consumables at your doorstep. With regional offices in over a 100 countries, we are just a phone-call away from your production site.

## Support across the full lifespan

We remain at the side of our customers long after the purchase and installation. With services that fit the needs at any stage during the service life of your production unit, we aim to be a trusted and adaptive partner. Adaptive means that we complement your in-house expertise with our service offering. From installation, operator trainings and preventative maintenance up to expert advice on how to keep running costs low and maximize the output quality, based on your specific operation. That's how we can support production and profitability in different phases.

## Unique Application Support

Your customer's demands are subject to change, same as business opportunities are likely to change. Different fabrics, complex designs, increased quality requirements or a shift to sustainability lead to questions about applications that can only be answered by close examination and in-depth expertise. Our Application Support Engineers will help to maximize the possibilities of machines, consumables and finishing. Whether you are looking for sound advice to make an informed decision about new machines or if you want to improve the performance of your current machines, our specialists are there for you.





# Our complete Service Level Agreement offering

Need expert advice?

**Of course, every production environment and customer requirement is different. As a long term partner for producers in all parts of the world we know this from experience. Based on information and insights we can advise the most suitable level of support. Our aim is to align with your needs and in-house technical competence. That's how we stick to our mission to contribute to the success of our customers. Do you need more advice or information? Just talk to us.**

## REMOTE SUPPORT

Remote Support includes remote monitoring of your systems for swift analyses and direct access to a centralized back office with skilled service specialists. Regardless where you are located, the first line service organisation in your region can immediately escalate to a second line in case more expertise is required. With remote service we aim to solve your issue remotely, once possible. This is the fastest way to solve problems that don't require onsite visits.

## MAINTENANCE SUPPORT

Maintenance Support includes remote support and covers Field Service Engineer (FSE) visits for planned preventative maintenance. It also covers the parts and consumables that are necessary for periodic maintenance. Based on operating data, we can ensure the right tooling and parts to come with the engineer at your location.

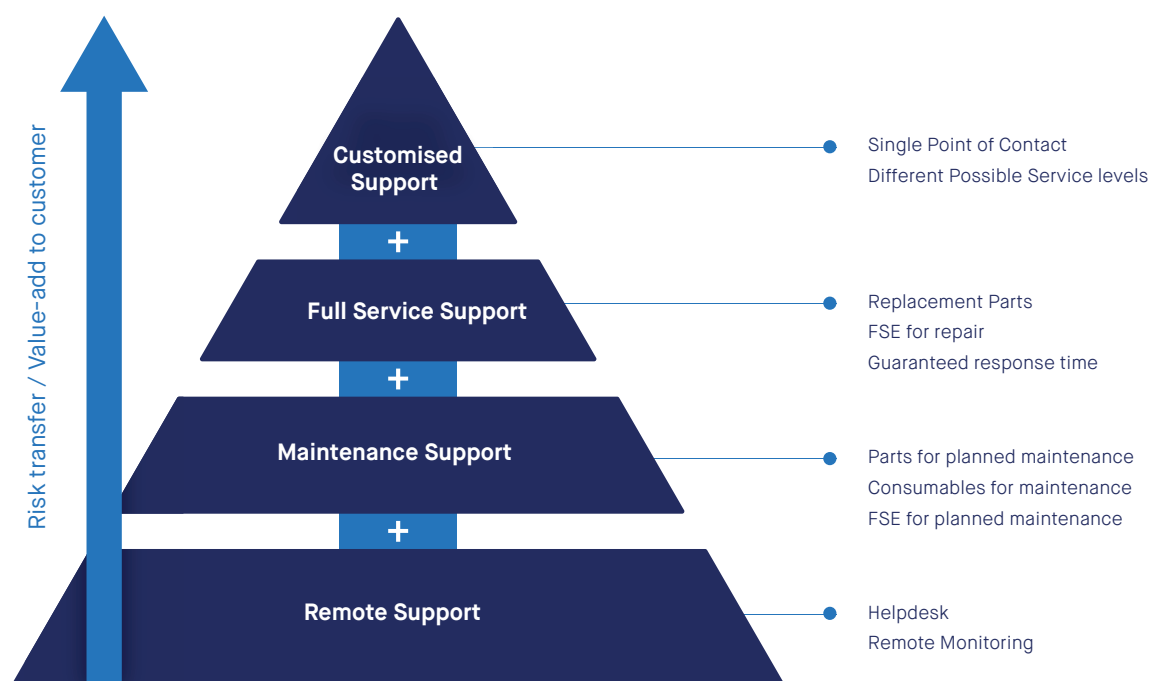
## FULL SERVICE SUPPORT

In addition to the standard Maintenance Support agreement, the Full Service Support option also covers the costs of repairs. That is including labour costs of the Field Service Engineer and any replacement parts that are required to resolve the problem. Most importantly, the Full Service Support agreement offers a guaranteed response time. We know if your production is stalled, you're in need for fast and accurate service.

## CUSTOMISED SUPPORT

For a growing number of customers we provide Customised Service Support agreements that include tailor made service level agreements. This is usually required for production sites with multiple installations, more complex independencies and 24/7 operation that does not allow for any interruption. Based on assessment we can design and implement an optimal service package.

## Our service levels at a glance



## BREAK-FIX SERVICE

Needless to say that SPGPrints is also there for you with accurate Break-Fix service, in which case you bear the costs per event. Besides unplanned costs, the unplanned request for specialist attention or required availability of specific spare parts can cause undesired delays. This type of service transfers most of the risk to the customer, but we always try to minimize the impact as much as we can.

## About SPGPrints

Throughout our unique history, SPGPrints developed into an internationally acknowledged authority in textile printing, dedicated to bringing colour to the world. In recent years, our unique rotary screen printing concept allowed us to move beyond textile printing and offer solutions for labels, banknotes, COVID-19 testing strips, and more. And while still a distinct leader in rotary printing, we have also become a pioneer and a key player in the market for digital printing. In 1991 we were the first in the industry to launch a digital textile printer. Not much later we started producing ink for all leading digital technologies. Over the years, we have been awarded over 300 patents and we have built an international network in more than 100 countries. These days our focus on innovation is as strong as ever with taking care of our planet as a constant priority. We take pride in putting our customers first, letting their ambitions inspire us, and deploying our expertise, resources and network to help them to achieve their goals. Our solutions are designed to empower customers worldwide in all stages of the printing process; from pre-press to printing, from textile to industrial – and beyond. That is the global impact of a global player.

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