Service

Videojet Worry-Free Coding

Harnessing the power of technology and Videojet expertise to deliver a revolutionary new service for your marking and coding needs
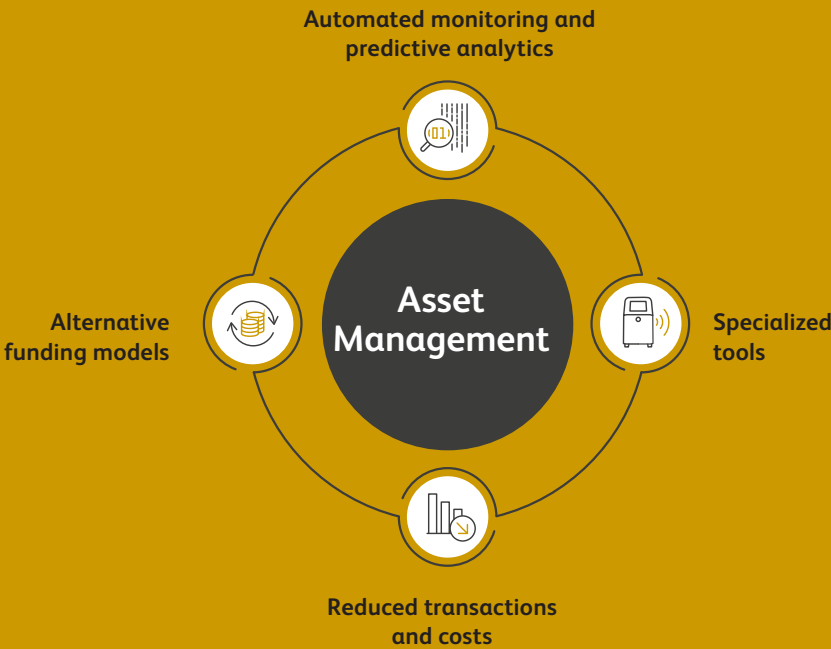
VIDEOJET

Let the experts from Videojet, armed with revolutionary AI technology and the largest and most knowledgeable support team in the industry, free you from worrying about your coding process

Applying codes to your products is a necessary part of your packaging operation, and having those devices perform reliably is essential. But you'd like to see that reliable operation occur with a minimal amount of thought and effort expended. Creating and managing printer maintenance schedules and keeping current enough on the technology to quickly recover from printer faults is time that could likely be better spent improving other areas of your operation.

Videojet Worry-Free Coding is a unique program that can increase your operational performance while decreasing the time spent maintaining your printing devices. Utilizing our revolutionary Britewatch™ technology, we continuously monitor device health and notify you if a simple fault avoidance procedure is required. Should a fault still occur, VideojetConnect Rapid Recover™ will quickly triage the situation and direct you on how to get the line back and producing within 20 minutes. In the event that Videojet support personnel are required onsite, we'll be on our way, informed with the necessary background data to address the issue quickly and efficiently.

Delivered as an all-encompassing service, you can experience enhanced performance while also freeing yourself of the hassle of obtaining and managing capital assets, as well as inventorying and ordering printer supplies.

Automated monitoring and predictive analytics

Alternative funding models

Asset Management

Specialized tools

Reduced transactions and costs

Videojet is leading the way in increased operational efficiency through digital connectivity

With years of collecting printer performance data across thousands of manufacturing sites, we have developed a deep understanding of how our printers operate in real-world conditions. We use this information to provide our users with an enhanced worry-free experience.

Availability, uptime, and convenience. Key features include:

- Cloud-based AI monitors printer health and can predict 80% of impending faults sufficiently in advance so they can be avoided
- Videojet Rapid Recover™ uses automated troubleshooting to recover your line in 20 minutes
- Basic maintenance procedures have been automated and are supplemented by context-sensitive video instructions so anyone can perform them without specialized training
- VideojetConnect™ Remote Service monitors and reports printer performance, troubleshoots in real-time, and repairs remotely, if possible, to help you get back up and running without waiting for a technician visit
- Monthly performance reports with suggested improvement actions and on-site consultation are included
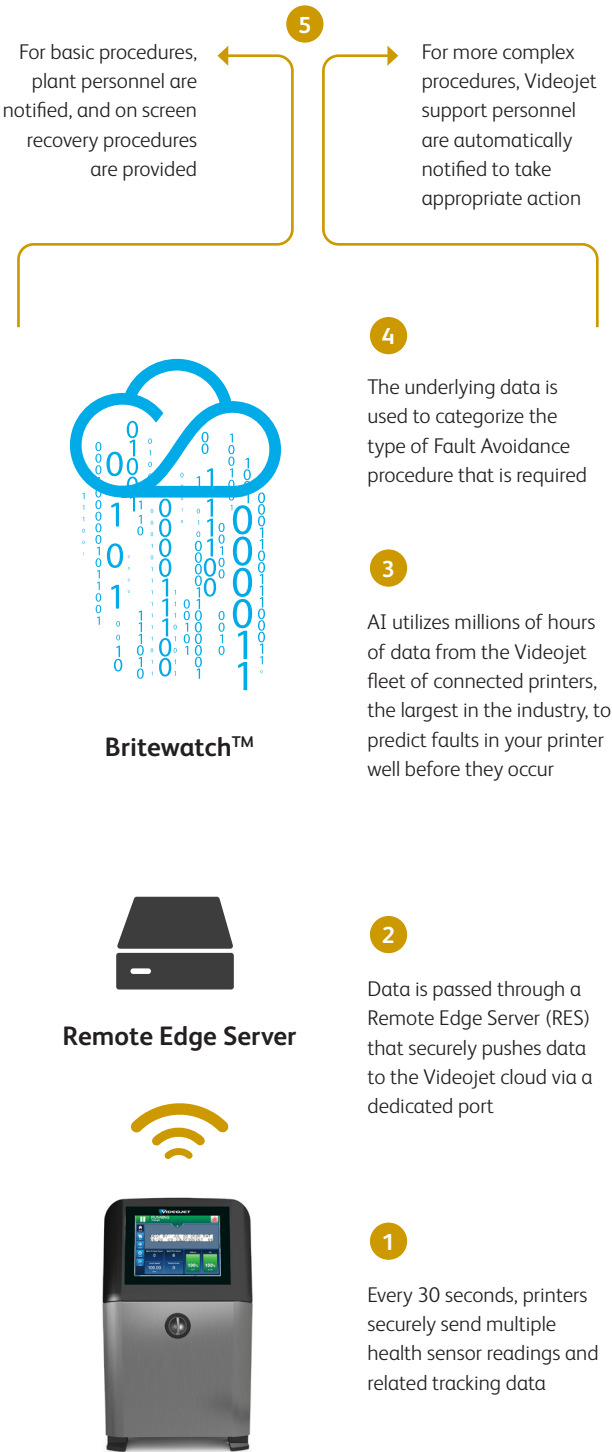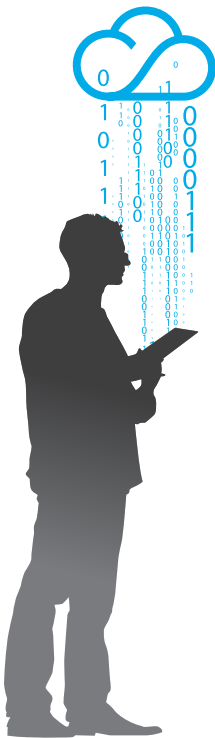
Videojet Britewatch™
AI technology continually analyzes printer health data to predict potential fault conditions

Predictive analytics

Having collected five years of data from over 10,000 cloud-connected printers, Videojet is able to identify patterns that precede common faults far enough in advance to ensure your production can continue without unplanned interruption.

- Informed by this data, new printer designs include more internal data points in order to create an even more precise picture of printer health
- With Worry-Free Coding, faults that account for 80% of downtime can be predicted far enough in advance to be avoided
- With the help of predictive analytics, the routine of printer maintenance can be reduced to necessary fault avoidance tasks when the printer indicates these are required

5

For basic procedures, plant personnel are notified, and on screen recovery procedures are provided

For more complex procedures, Videojet support personnel are automatically notified to take appropriate action

4

The underlying data is used to categorize the type of Fault Avoidance procedure that is required

Britewatch™

3

AI utilizes millions of hours of data from the Videojet fleet of connected printers, the largest in the industry, to predict faults in your printer well before they occur

Remote Edge Server

2

Data is passed through a Remote Edge Server (RES) that securely pushes data to the Videojet cloud via a dedicated port

1

Every 30 seconds, printers securely send multiple health sensor readings and related tracking data

Data reporting

By synthesizing VideojetConnect™ Remote Service and Rapid Recover™ data, a snapshot emerges as to how your printers are performing. Delivered as a monthly report, you'll see...
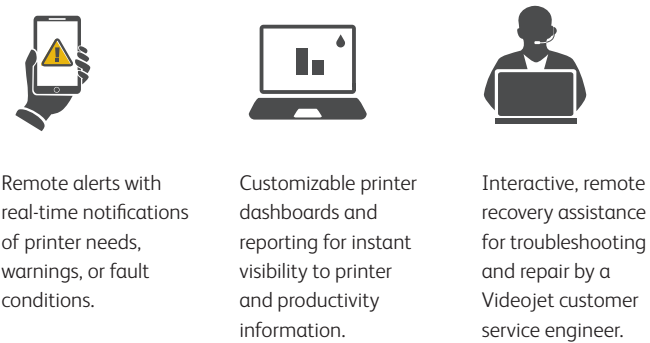
- Availability of your fleet and individual printers, with comparison to past performance
- Count data, fault paretos and time-in-state data (e.g. running, offline, faulted) for individual printers
- Compliance with recommended basic maintenance procedures and the associated impact on printer performance
- Fault recovery statistics with corrective action sustainment measurement

To ensure this data can be turned into meaningful action, a Videojet technician will review this report monthly with your team and jointly develop strategies to help drive sustainable peak performance of your Videojet coding equipment.

VideojetConnect™ Remote Service

Drive productivity using cloud connectivity, printer data, and remote access technology. Our remote service provides users, supervisors and Videojet technicians with immediate visibility to printer activity and expertise to help keep printers up and running.
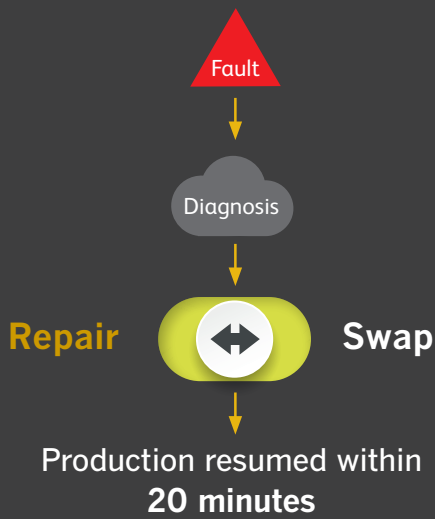
Remote alerts with real-time notifications of printer needs, warnings, or fault conditions.

Customizable printer dashboards and reporting for instant visibility to printer and productivity information.

Interactive, remote recovery assistance for troubleshooting and repair by a Videojet customer service engineer.

VideojetConnect Rapid Recover™
The fastest way to recover your line

In instances where device faults can't be avoided, VideojetConnect Rapid Recover uses cloud-based analytics to minimize the impact on your production.

- Quickly identifies if a printer fault can be repaired within 20 minutes, and provides step-by-step guidance to fix the fault
- If a repair will take longer than 20 minutes, a printer swap is recommended
- Rapid Recover then backs up printer and job settings for easy download onto a spare printer

Fault

Diagnosis

Repair — **Swap**

Production resumed within 20 minutes

Videojet Worry-Free Coding utilizes the most advanced Videojet coding technology

Putting the **continuous** in continuous inkjet (CIJ), the Videojet 1860 CIJ printer is the latest and greatest Videojet innovation.

Above and beyond outstanding print quality, uptime and performance, the 1860 delivers industry-first predictive capabilities. The result is a revolutionary printer that is designed to achieve your marking and coding objectives today, and as they evolve.

The 1860 integrates leading on-board intelligence and communication abilities with revolutionary technology elements to continuously monitor over 150 key indicators of printer performance, providing expert diagnostics and analytics. The 1860 printer offers several integration choices such as standard RS-232 and Ethernet ports as well as options for industry-standard factory automation protocols. You'll also benefit from high-speed message exchange with the PROFINET® Workflow Module.

Features include:

- 53 internal health sensors provide real-time and historic data that can be used by machine learning algorithms to predict faults or by Videojet experts to diagnose performance issues
- The SIMPLICiTY™ interface simplifies code selection and helps eliminate operator input errors
- Easy integration with factory control and execution systems using standard industry protocols such as Ethernet/IP™ and Profinet®*
- Additional functionality can be added to a printer at any time by downloading applications from the Videojet Workflow portal
- Hygienic design following industry guidelines
- Innovative printhead design improves speed by up to 20% in certain applications

* Ethernet/IP is a trademark of ODVA. Profinet is a registered trademark of Profibus & Profinet International (PI).

Save time, money and hassle with **Videojet-managed supplies**

With this offering, you can streamline and simplify your purchasing and logistic processes by letting us do the work.

With Videojet Worry-Free Coding you can:

- Eliminate costs related to transacting purchase orders
- Avoid running out of supplies
- Free yourself from expediting fees for emergency supplies orders
- Remove worry about expired supplies

Truly turnkey equipment acquisition **without the upfront cost**

Affordability and ease-of-acquisition are also key benefits of Videojet Worry-Free Coding. We can help remove the time and stress of justifying new equipment.

Videojet Worry-Free Coding offers:

- Minimal start-up costs with no capital expenditure hurdles
- Monthly billing based on production and usage levels
- Flexibility to treat associated payments as operational expenses with no impact to the balance sheet

So much more than a service or a lease program

Far beyond a service or a lease program, Videojet Worry-Free Coding is a multifaceted service offering designed to dramatically change your experience for the better, improving productivity and driving uptime, while removing capital expenditures and other distractions so that you can focus on your core business.

Driven by data and innovation, this powerful service allows you to focus on your top and most pressing priorities, which usually don't include your coding equipment. Partner with Videojet and we can help you streamline, simplify, and drive improvements like never before.

Take advantage of the many benefits of Videojet Worry-Free Coding

- Freedom from ongoing management of supplies and purchasing
- Next-level printer availability, service, and uptime driven by Artificial Intelligence and the industry's largest service network
- Our latest and greatest printing technology: the Videojet 1860
- No stressful and time-consuming capital expenditure hurdles
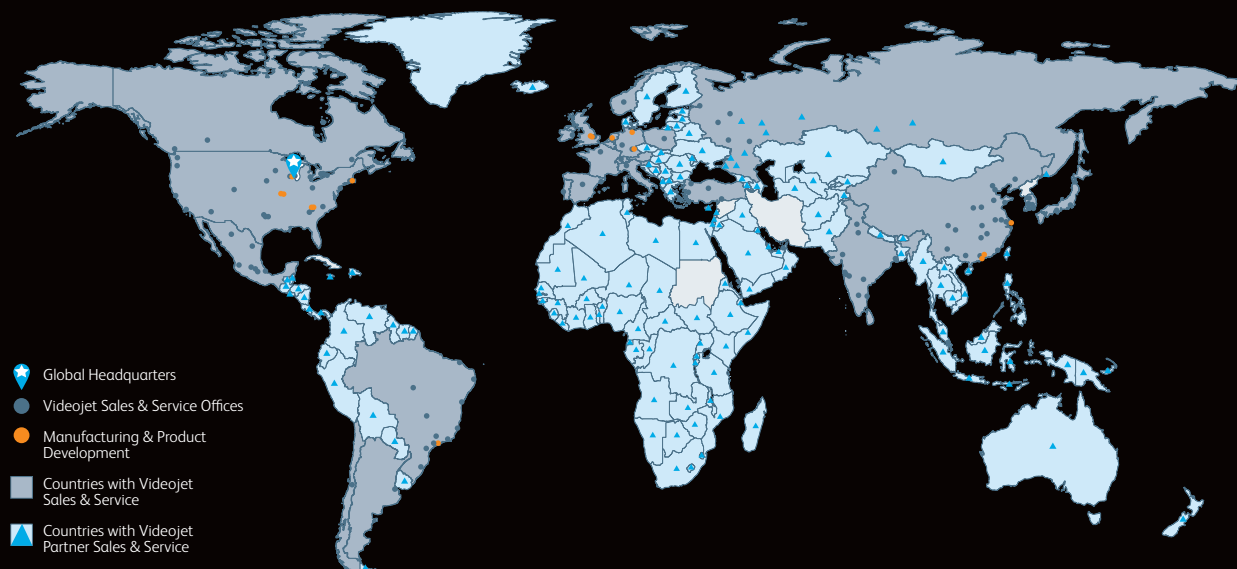
Asset Management

Peace of mind comes as standard

Videojet Technologies is a world-leader in the product identification market, providing in-line printing, coding, and marking products, application specific fluids, and product LifeCycle Advantage™.

Our goal is to partner with our customers in the consumer packaged goods, pharmaceutical, and industrial goods industries to improve their productivity, to protect and grow their brands, and to stay ahead of industry trends and regulations. With our customer application experts and technology leadership in Continuous Inkjet (CIJ), Thermal Inkjet (TIJ), Laser Marking, Thermal Transfer Overprinting (TTO), case coding and labeling, and wide array printing, Videojet has more than 345,000 printers installed worldwide.

Our customers rely on Videojet products to print on over ten billion products daily. Customer sales, application, service and training support is provided by direct operations with over 4,000 team members in 26 countries worldwide. In addition, Videojet's distribution network includes more than 400 distributors and OEMs, serving 135 countries.

Global Headquarters
Videojet Sales & Service Offices
Manufacturing & Product Development
Countries with Videojet Sales & Service
Countries with Videojet Partner Sales & Service

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