



Videojet LifeCycle Advantage™



## Videojet LifeCycle Advantage™

Using innovation and the power of partnership to realize the full potential of your marking and coding solutions



# Videojet LifeCycle Advantage™

**A comprehensive solution that extends beyond traditional break-fix scenarios.**

Anticipate and address issues long before they materialize. Proactively focus on operational improvements that optimize the performance of your coding and marking equipment. These improvements can simplify maintenance and help keep your production up and running.

## **Gain the advantage!**

Benefit from advanced analytics, remote connectivity and the largest service footprint in the industry. Videojet LifeCycle Advantage can help you to maintain printer performance, quickly recover from most unplanned interruptions, and improve operations over time.

**Optimized productivity today can increase profitability tomorrow**



# Maintain Recover Improve

Whether you are interested in outsourcing service or maintaining your Videojet coding system on your own, we offer an array of optional services to support your production needs. Customize a solution based on your maintenance and support needs.

## Maintain optimal performance of your printer



Partner to be proactive instead of reactive on a daily basis

### Remote alerts

- Customizable email alerts for real-time notification of printer needs
- Alerts enable proactive printer support from Videojet experts

### Dashboards

- See the status of all Videojet printers in your plant
- Identify causes of downtime events

### Remote operator training

- One simple click delivers hands-on training via the printer screen
- Videojet specialists leverage direct printer connection for interaction and information sharing

### Preventive maintenance

- Periodic printer maintenance and health check to achieve optimal performance

### On-site operator training

- Tiered operator and maintenance training
- Delivered by a service engineer or professional Videojet trainer

## Recover from faults quickly and help maintain your productivity



Help recover most operations in minutes, not days

### 24/7 technical phone support

- Large global technical support team with regional coverage to support local language needs
- Experts across all technologies

### Remote recovery

- Remote troubleshooting for repair and immediate recovery, when possible
- Fast on-site recovery with remote identification of failed parts and needed corrective actions
- Remote, on-demand operator and printer support

### Large global service footprint

- 1,000+ dedicated field service personnel
- Available on-demand
- Fast response time striving for same to next day service

### On-site recovery

- Personalized on-demand service provided by Videojet specialists for quick turnaround

## Improve the capability and utilization of your printer over time



Leverage information to continuously optimize production

### Application support

- On-demand customized consultation to address urgent or impending application needs
- Partner with Videojet to improve your operation beyond break-fix scenarios

### Printer optimization services

- Leverage data analytics to identify downtime drivers across your fleet of coding and marking systems
- Customized service delivery to improve printer performance

### Performance reports

- Track and report critical data to provide visibility to your printer performance
- Identify improvement opportunities and corrective actions to help maximize operational performance



# VideojetConnect™ Remote Service\*

Use the power of data and connectivity to gain visibility and drive productivity.

With the Videojet LifeCycle Advantage™ service offering you can benefit from the many features of VideojetConnect Remote Service (VRS) including:



## Remote alerts Be the 1st to know

### Real-time notification of printer needs, warning or fault conditions

Empowering you to act quicker, intelligent software dispatches immediate email notifications that inform you of any irregularities or faults that could affect your Videojet printer's performance.

## Dashboards Be the 1st to respond

### Instant visibility to valuable printer activity

Enabling proactive responses, you can now see the status of all the Videojet printers in your plant and drill down to detailed information on an individual unit. Configuration values can be quickly viewed without complicated navigation, and performance graphs can track a unit's history and help identify the cause of downtime events.

## Remote recovery Be the 1st to recover

### With remote recovery, Videojet expertise is virtually a click away

With remote access capabilities, your in-house experts or Videojet Technical Support can electronically access your Videojet printer's operating system, troubleshoot and even make needed setting adjustments for you online. This virtual access can help you recover quicker, and often without the need for an on-site service call.

## Performance reports Be the 1st to improve

### Leverage data and performance reporting to help improve your operation

Driven by the proprietary Videojet Technologies analytics engine, Remote Service can analyze printer data and provide critical information to identify potential failures before they occur. Available on-demand, performance reports empower you to take preemptive corrective actions and make operational improvements.

\*VideojetConnect™ Remote Service is available in select regions worldwide. Please contact your local Videojet representative for location availability.

A leading building materials manufacturer utilized VideojetConnect Remote Service to improve routine maintenance and cleaning procedures, resulting in a reduction in unplanned printer downtime by over 80%.



Customer realized an  
80% reduction in unplanned  
printer downtime

# Service offerings

Interested in outsourcing your printer maintenance? Let us help. Videojet LifeCycle Advantage™ offers different service options to complement your maintenance model.

Service offerings	Comprehensive coverage	Protective coverage	VideojetConnect™ Remote Service
	Let us take care of everything and enjoy 100% coverage to proactively optimize printer performance	For a team capable of general maintenance, take advantage of break-fix coverage plus wear parts replacement	Available as a stand-alone product or as a part of your Comprehensive or Protective coverage
<b>Maintain</b>	Operator training (remote and on-site)	<input checked="" type="radio"/>	<input type="radio"/>
	Remote alerts	<input type="radio"/>	<input checked="" type="radio"/>
	Dashboards	<input type="radio"/>	<input checked="" type="radio"/>
	Wear parts replacement	<input checked="" type="radio"/>	<input checked="" type="radio"/>
	Preventive maintenance	<input checked="" type="radio"/>	<input type="radio"/>
<b>Recover</b>	24 / 7 technical phone support	<input checked="" type="radio"/>	<input checked="" type="radio"/>
	Remote recovery	<input type="radio"/>	<input checked="" type="radio"/>
	On-site break-fix coverage	<input checked="" type="radio"/>	<input checked="" type="radio"/>
	Priority service	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Improve</b>	Application support	<input checked="" type="radio"/>	<input type="radio"/>
	Printer optimization services	<input type="radio"/>	<input type="radio"/>
	Performance reports	<input type="radio"/>	<input checked="" type="radio"/>

Standard   
  Optional

## Videojet Full Care™

A leasing option for Videojet equipment

For our qualified lease customers, we offer a predictable, fixed-cost solution with no upfront costs over a 60-month term. This plan allows most businesses to enjoy an extensive service package with new equipment and no additional capital expenditure.

Upon expiration of an existing service agreement, this future-proof solution allows you to upgrade to the latest equipment with a new Videojet Full Care contract.

Based on the preferred level of coverage, customers may choose between Protective or Comprehensive coverage with the Videojet Full Care program.



### Key highlights

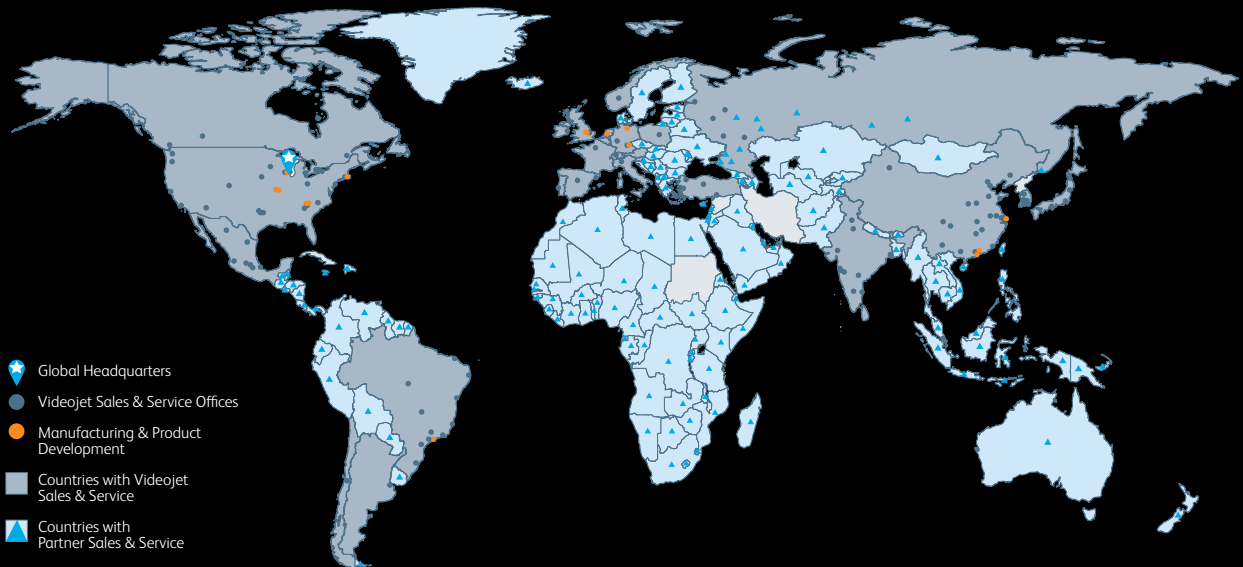
- New equipment lease
- No additional capital expenditure
- Fixed 60-month term
- Future-proof solution
- Protective coverage or Comprehensive coverage

# 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.



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Part No. SL000637  
br-lifecycle-advantage-us-0617  
Printed in U.S.A.

