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Videojet Launches New Cellular Connectivity Solution for VideojetConnect™ Remote Service

CHICAGO – April 6, 2022 — Videojet Technologies, a global leader in coding, marking, and printing solutions, is pleased to announce its new Customer Independent Cellular Network (CICN), a connectivity solution for VideojetConnect™ Remote Service (VRS). The CICN is the easiest and fastest way to connect coding equipment to the Videojet cloud and enable VRS.

The right connectivity solution helps Videojet customers take advantage of everything VRS has to offer. VRS, a powerful cloud-based solution, efficiently manages printer operations with dashboards for monitoring fleet or individual printers, alerts to notify if there is an issue, remote assistance capabilities for enhanced service and support, and the Rapid Recover™ automated troubleshooting and repair program for fast line recovery.

The new CICN connectivity solution is an alternative to connecting Videojet coding equipment via an in-house network. Rather than relying on an IT team to initiate, support, and maintain Videojet equipment connections on a plant's network, the cellular solution uses integrated cellular panels placed throughout the plant to create a separate local network. Currently testing above 95% sustainment, the CICN solution proves highly reliable. Since it is entirely independent from any existing network infrastructure, the cellular solution keeps plant network issues from impacting the connection to VRS.

“Our customers appreciate the visibility and proactive maintenance approach that VRS enables but some have struggled to deploy and maintain the solution in their plant networks due to their internal IT and network security restrictions,” states Angelo Gagliano, Regional Solutions Engineer at Videojet. “Now cellular connectivity provides a very secure and stable connection that is needed to realize the benefits that VRS has to offer.”

Answering manufacturers' demand for security and flexibility in their coding and marking solutions, the cellular panel connection is secured with a private APN, data encryption, a managed firewall, and 24/7 traffic monitoring for threat analysis.

For VRS customers currently using their plant network, a fast and simple upgrade to the cellular option can be performed by a Videojet Customer Service Engineer. For customers not yet using VRS, deploying the cellular connectivity solution is the fastest way to get connected and take advantage of VRS.

For more information about the Videojet Customer Independent Cellular Network, visit

www.videojet.com/remoteservice

About Videojet Technologies:

Videojet Technologies is a world leader in the product identification market, providing in-line printing, coding, and marking products, application specific fluids, and product life cycle services. 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 400,000 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 30 countries worldwide. In addition, Videojet's distribution network includes more than 400 distributors and OEMs, serving 135 countries.

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