



Service

VideojetConnect™ Remote Service

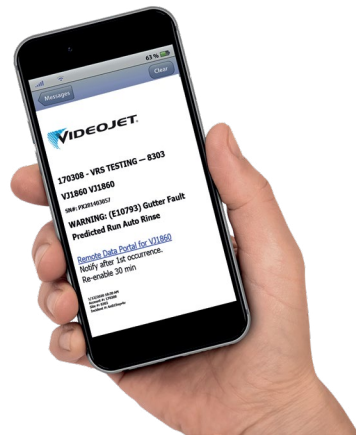
Drive productivity and uptime with the power of data and connectivity



VideojetConnect™ Remote Service

An innovative cloud-based solution to maximise your productivity

Real-time information for your staff and Videojet experts to monitor equipment status, troubleshoot issues, and improve long-term performance.

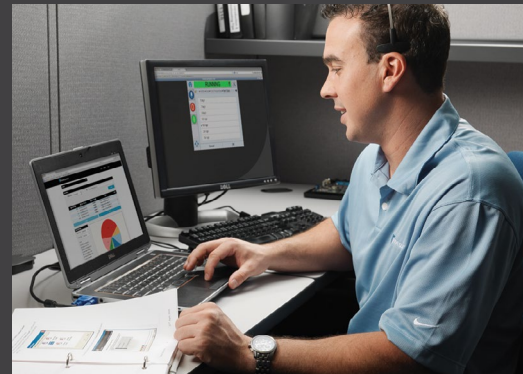


1st to Know

Alerts how you want them

Receive real-time notification of printer needs, warnings, or fault conditions, even when away from the printer.

- Configure based on role and schedule so the right people are notified of relevant information
- Filter based on type, duration, or frequency of event



1st to Recover

Guided diagnosis and repair

Receive on-demand support from a Videojet Remote expert or take advantage of Rapid Recover™.

- Accelerate on-site recovery with remote fault diagnosis and resolution by a Videojet expert
- Authorize remote access only when needed via secure connection



1st to Respond

Instant visibility for faster response

Remotely access valuable printer and productivity information on demand.

- Customise dashboards to see the most important data across your operation
- Videojet can proactively identify and alert you to printer issues



1st to Improve

Monitor and adjust performance

Analyse performance and configuration data to identify improvement opportunities.

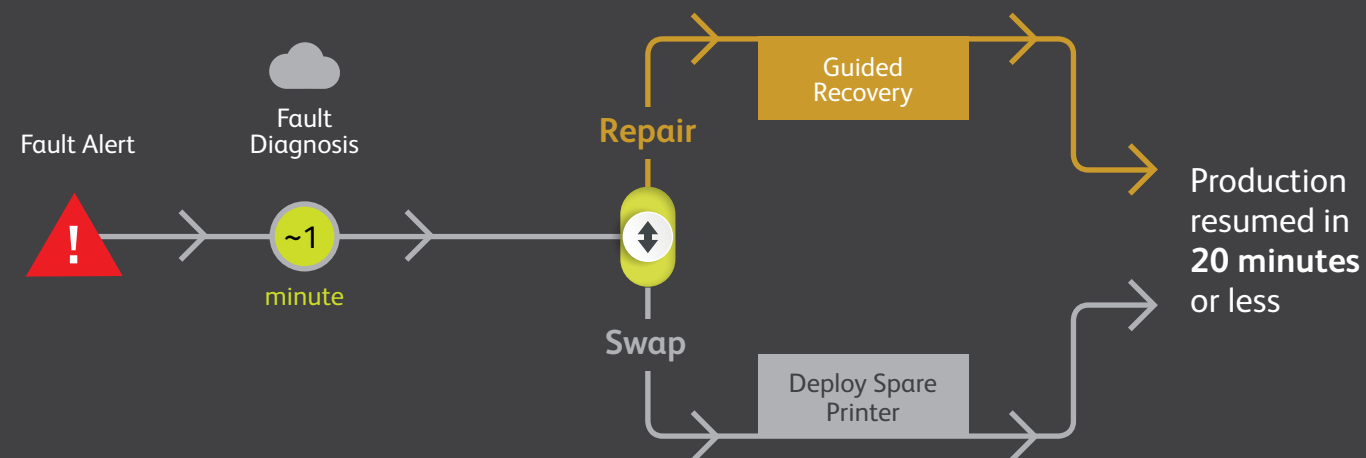
- Track and compare printer health and uptime metrics
- Check set-up and identify causes of code issues, such as encoder and speed settings

VideojetConnect Rapid Recover™

The fastest way to recover your line

Included standard as part of Remote Service, Rapid Recover™ uses cloud-based analytics to automate troubleshooting and provides guided line recovery that minimises the impact of faults 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



Proactive monitoring helps a customer avoid downtime

Videojet Technical Support team detected a 'Check Speed' warning from a printer and proactively contacted the customer to avoid downtime. The team accessed the printer's configuration through customer-granted remote access. Technical support corrected out-of-range shaft encoder parameters, allowing the printer to resume operation in just a few minutes.

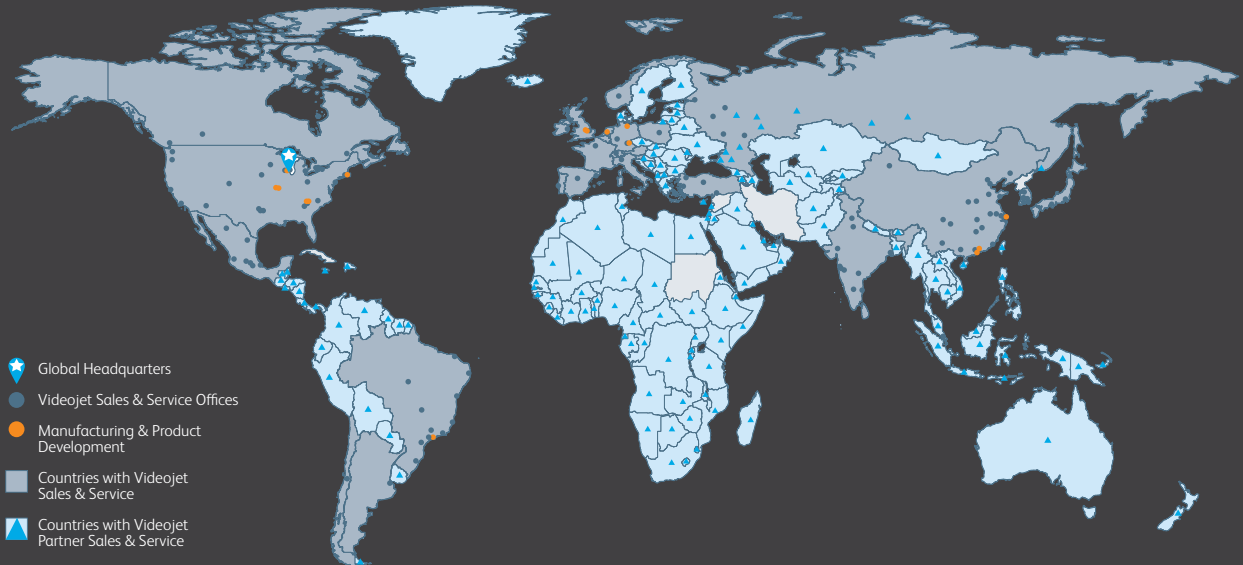
Contact your local Videojet representative to schedule an installation or call **0800 500 3023** to take advantage of our easy self-install option.

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 labelling, 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 26 countries worldwide. In addition, Videojet's distribution network includes more than 400 distributors and OEMs, serving 135 countries.



Call us free on **0800 500 3023**
Email **uksales@videojet.com**
or visit **www.videojet.co.uk**

Videojet Technologies Ltd.
4 & 5 Ermine Centre, Huntingdon, Cambridgeshire PE29 6XX / UK

Call us free on **+353 1 450 2833**
Email **irelandsales@videojet.com**
or visit **www.videojet.ie**

Videojet Ireland
C2, South City Business Park, Tallaght, Dublin 24 / Ireland

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