



Heidelberg Services

Services from Heidelberg.
Optimising your Investment.

HEIDELBERG



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Perfect Service Calls for Perfect Coordination •
Heidelberg is the partner to the entire printing and publishing industry. We offer innovative solutions and a unique service concept that covers all Heidelberg products.



A complete service offering for your success

If you want to succeed in the printing business, you have to be able to count on your equipment and processes being available and working when you need them. To ensure optimum availability, Heidelberg offers not only outstanding equipment and a steady stream of pacesetting innovations, but also a broad range of services and appropriate service parts. It's a comprehensive offering that goes much further than repairs, including also preventive maintenance and care. Thereby ensuring the winning combination of security and convenience you require in support of your business.

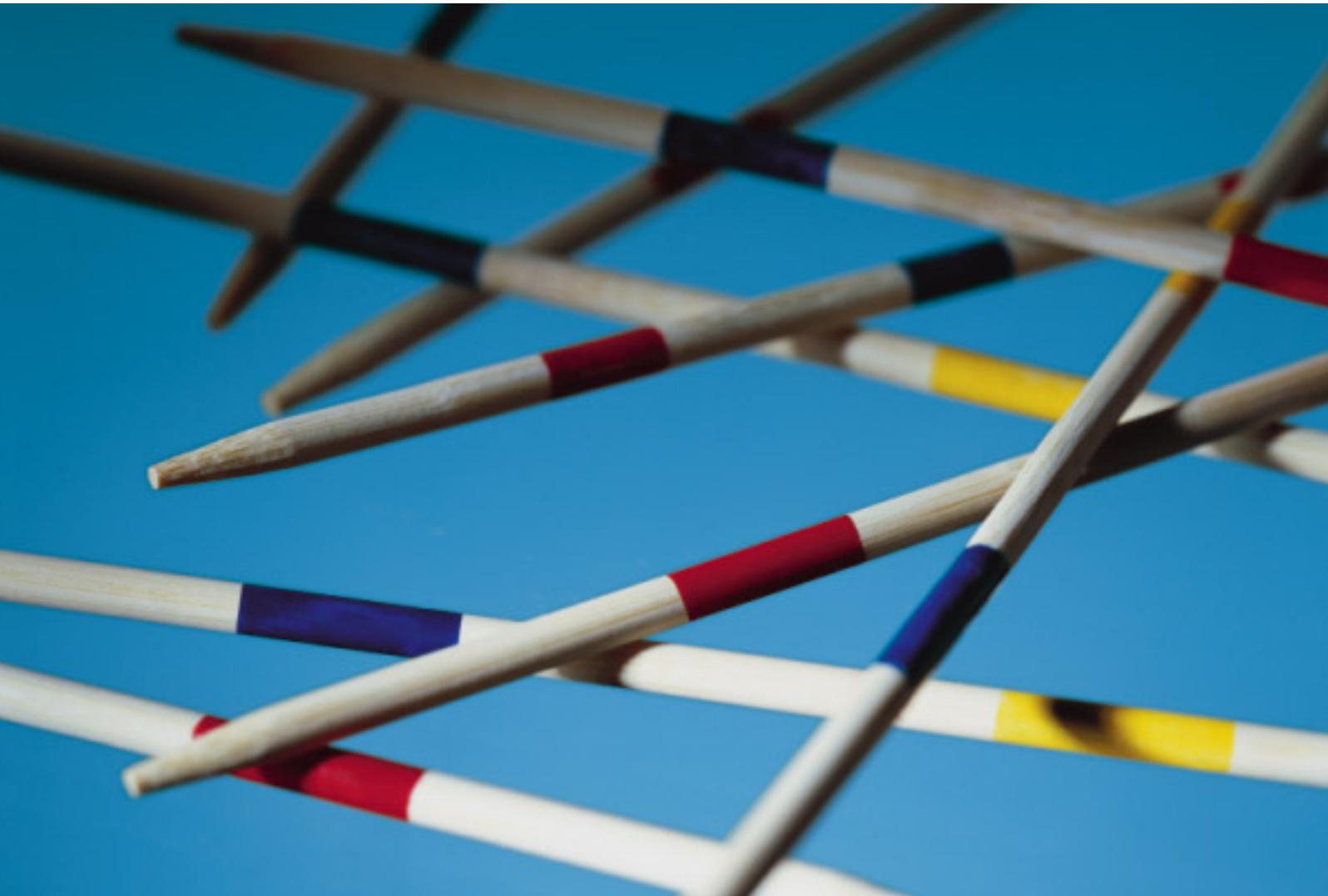
First-class services provided by highly skilled specialists

More than 5,000 Heidelberg specialists in over 170 countries around the world make sure you get the best possible support. They all undergo several years of intensive training to acquire a high level of technical expertise, which is regularly updated by refresher courses. They professionally and efficiently put Heidelberg's service concept into practice, exercising outstanding competence and dedication.

Heidelberg's service team is always on the go for customers around the world – to make sure that you are among the winners in today's competitive market.



Coordination is Key • Heidelberg operates the most extensive service network in the printing and publishing industry. It's designed so you can quickly take advantage of all the many Heidelberg services available, anywhere in the world.



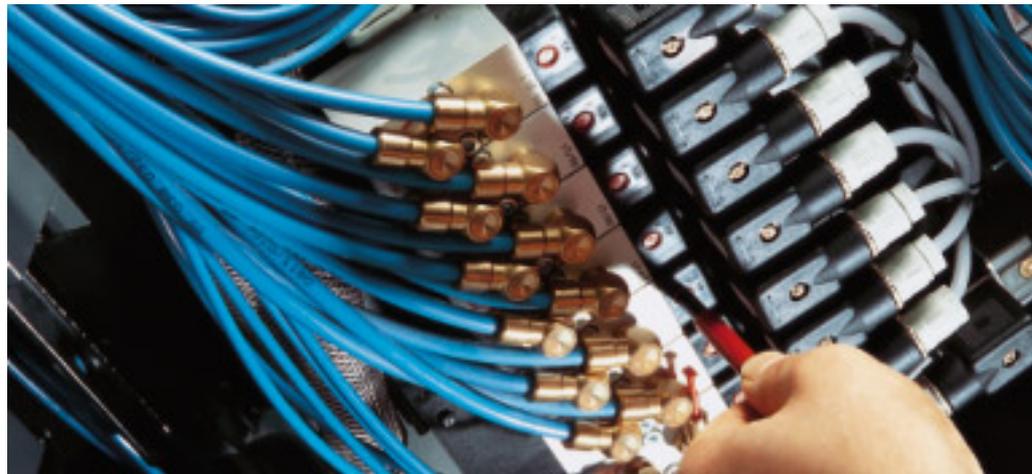
We are where you need us

Heidelberg is everywhere. To ensure that we can go into action for our customers at a moment's notice, we have set up a truly global service network. We have highly trained employees continuously on assignment. And our IT network enables all Heidelberg service staff to communicate instantly with one another around the world. Independently from their location, Heidelberg engineers now have access to a worldwide pool of expertise, which, in turn, helps them work even more professionally, to the benefit of you and your team.

A perfect network of services

All Heidelberg services form part of a system of precisely harmonized components: from training through technical service to supplying Original Heidelberg Service Parts to customers everywhere. It's based on a mature, effective logistics system designed specifically to keep your business in operation.

Within Heidelberg's network, all services dovetail perfectly with one another. Its scale, performance, and level of coordination make it unique within the world of graphic arts.



Always the Right Solution • You're only satisfied when your systems run just right. Which is why we offer you technical support to ensure precisely that – by providing perfect care to prevent breakdowns from happening in the first place.





Some nuts are especially hard to crack. But you can count on us to find just the right solution for you – thanks to the first-class training our technicians receive as well as our commitment to delivering the highest standards of service.

Service from A to Z for total reliability

Your systems naturally need to be optimally maintained and serviced. Our highly qualified staff is constantly on the road to ensure that they are. But we also attach as much importance to preventing failures in advance. This is why our support services include a large number of individually customizable offers including installation, preventive maintenance and care, upgrades, and hotline advice. We back them up with cutting-edge technologies combined with continually optimized processes. Possible service cases are precisely analyzed, solutions and other important information are then made available worldwide, and the required software is regularly improved. This makes sure that your systems run perfectly all the time – the prerequisite for reduced downtime and quality production. Two key elements in keeping ahead of the competition.

Perfect, Part after Part • When you choose Original Heidelberg Service Parts, you're opting for tested quality, highest reliability and superior cost-effectiveness. Another opportunity to stay ahead of the game.



The overall picture is only perfect when all of its parts fit together. For a graphic arts company, highest performance depends on having the right parts at the right place at the right time.

Small parts for a big edge

For you to keep ahead of the field, it's crucial for your Heidelberg systems to perform productively and reliably. By choosing to use Original Heidelberg Service Parts, each of which comes with a full Heidelberg warranty, you're deciding to choose the reliability of Heidelberg tested quality, combined with outstanding cost-effectiveness, productivity and performance.

Any part, anytime

At Heidelberg, you get everything from one source: wear & tear and repair parts, software, retrofitting kits, documentation, and much more. Plus, our service organization works hand in hand with our R&D departments, which ensures the continuous improvement and enhancement of Original Heidelberg Service Parts for all existing and new Heidelberg equipment. And, in the unlikely event that a repair is needed, you can depend upon our technicians to only use state-of-the-art, Original Heidelberg Service Parts. At Heidelberg, we know that such details can provide the competitive edge for your business.



Working for You, Step after Step • Our World Logistics Center supplies Heidelberg customers around the world with service parts. Quickly, reliably, and around the clock. This is our answer to the high expectations of the printing industry and the latest challenges facing it.



130,000 parts, one principle

The World Logistics Center in Wiesloch, Germany, is the hub of Heidelberg's logistics network and the largest, most modern center of its type in the graphic arts industry. From here, over 130,000 different service parts for Heidelberg products are dispatched to 250 Heidelberg service and sales facilities all over the world. A state-of-the-art logistics operation enables us to supply parts to customers effectively and efficiently. For example, within 24 hours to nearly everywhere in Europe. Our sales and service centers can electronically check stocks on hand, order parts, and verify the status of orders. A high level of automation, finely honed warehouse logistics, and 260 highly motivated workers ensure that every order is quickly processed and dispatched. To anywhere in the world.

Cutting-edge technology and personal dedication

Our global IT systems let us manage orders efficiently and reliably and ensure smooth, rapid, professional logistics. Because our service parts warehouses around the world are networked with one another, you can count on getting even rarely required parts in a fraction of the time one would expect – no matter where you are located. This ensures your competitiveness and keeps your machine downtimes to a minimum. Fast delivery and reliable processes are guaranteed.

In a perfect system, each operation is coordinated to dovetail with the next. And it's no different at Heidelberg's World Logistics Center. This is just one of the many ways we help you play the game to win.



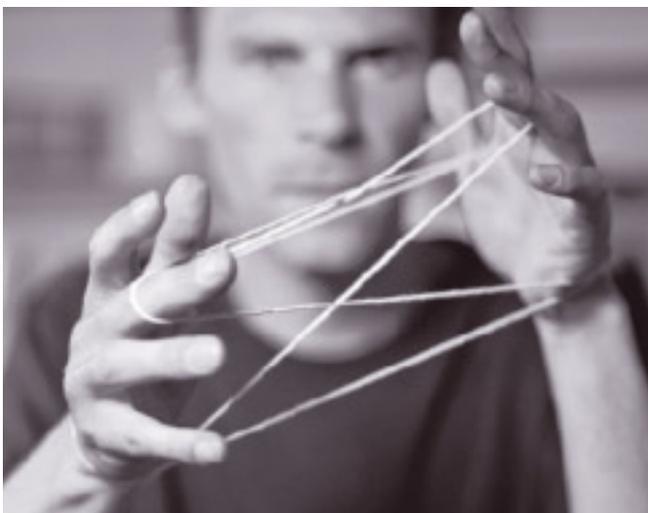
Heidelberg Meets Your Needs Today and Tomorrow • We strengthen our commitment with enhanced technology to serve the print media industry.

Heidelberg covers every stage of the print process chain with products and services that define the future of the print media industry from traditional offset presses to direct imaging and digital printing. Heidelberg software and services also help customers to be efficient and productive. In many countries Heidelberg offers consumable products to further increase the level of convenience and security.

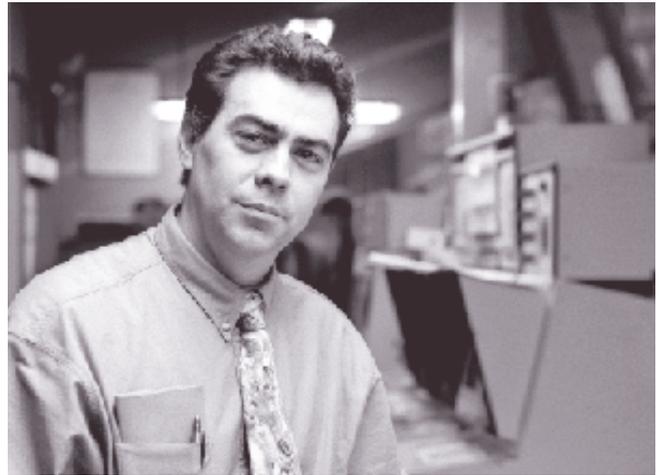
Today Heidelberg is talking to customers about integration. By listening and working with customers from small family businesses to large companies, Heidelberg has developed the Prinect product family. Prinect is a modular product portfolio focusing on connectivity and capitalizing on the benefits from standardized workflows. Prinect integrates products along the entire production workflow and incorporates business management to form a seamless production and management system.

Training and support complete the solutions offering. The Print Media Academy, an international center for communication, qualification and knowledge,

With Prinect, the print media industry can seamlessly connect all information – management and production data – through a robust set of software tools and connective hardware.



Our focus: the customer. Heidelberg provides customer-tailored solutions for small and large companies in the print media industry.



offers classical product and application training for printers and mechanics as well as management courses for proprietors and their staff.

Customers get on demand “just in time” service through Heidelberg’s complete 365 days a year support, coming from Heidelberg’s 250 customer centers and infrastructure support from the World Logistics Center.

By establishing the Print Media Academy, Heidelberg is providing the global print media industry with a unique center for sharing knowledge.



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