



markem·imaje
a DOVER company



Peace of mind

Markem-Imaje Connected Printer Services

Operate. Improve. Resolve.

Continuous insight and support

In a fast-moving environment where productivity, risk mitigation and the protection of margins are paramount, your printer performance should be predictable and seamless. We've engineered a service solution that enables you to focus on delivering for your customer.

Connected Printer Services from Markem-Imaje is a range of self-support and helpdesk printer services powered by an IoT platform. It is designed to streamline and improve your daily coding operations and deliver peace of mind across your printer fleet. Connected Printer Services provides real-time visibility and printer alerts for increased self-sufficiency and automated risk monitoring, wherever you are... 24/7.

OPERATE efficiently

Experience 24/7 visibility of printer operations wherever you are with real-time printer performance data via our advanced user portal. It provides clarity and increased autonomy, allowing shift personnel to effectively prioritize daily activities. Prevent printer downtime with fully automated printer warning alerts generated onsite and delivered directly to your mobile device via text and/or email.



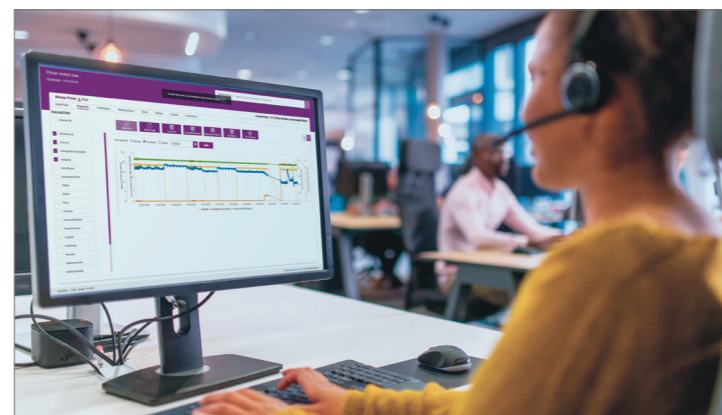
IMPROVE continuously

Minimize unplanned production downtime with our connected printer services. Predictive analytics running 24/7 onsite, automated improvement alerts and proactive prevention advice from Markem-Imaje helpdesk experts* enable you to operate the way you prefer. 360-degree printer performance insight drives continuous operational improvements and reduces production-related operational costs.



RESOLVE quickly

Fix printer issues with multiple lines of defense. Immediate notification of fault alerts—with direct links to relevant solutions in our virtual, intelligent self-support assistant—delivered to your mobile device and/or email... anytime, anywhere. As required, Markem-Imaje Helpdesk experts can provide advanced remote diagnostics and root cause determination to enable fast resolution of printer-related challenges.

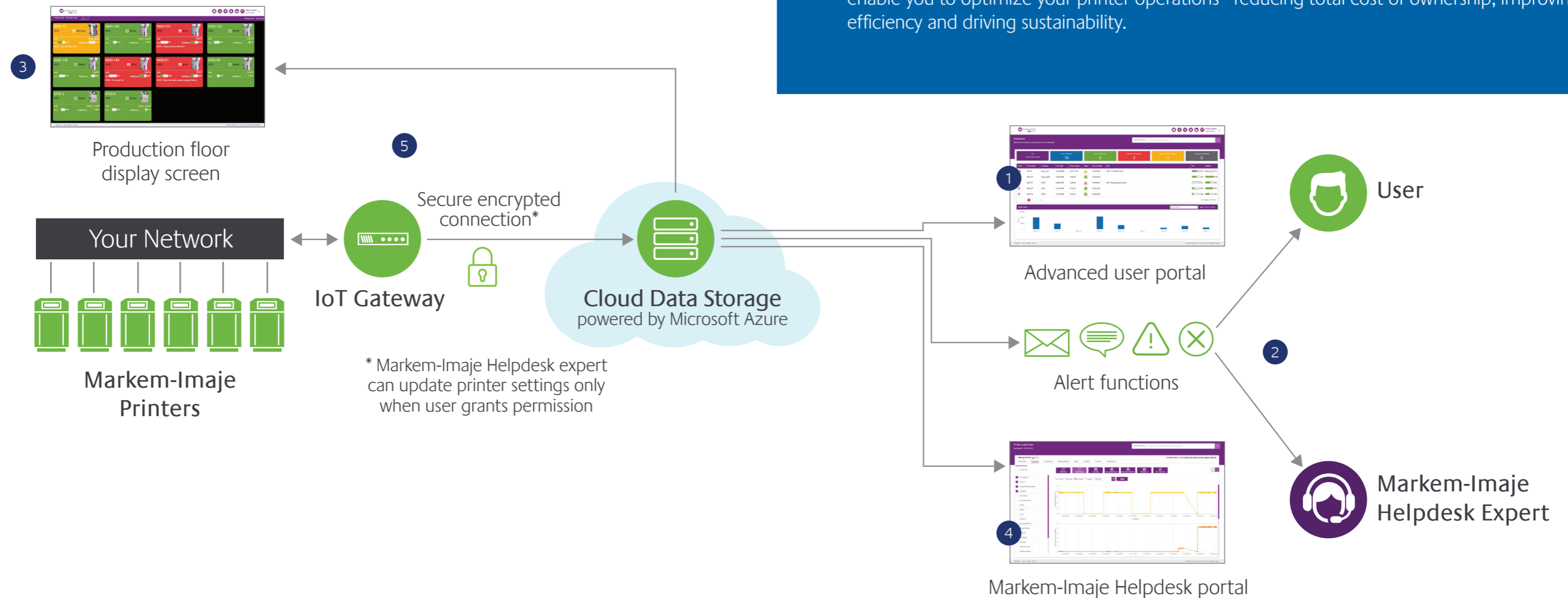


Trusted security and expertise

Rigorously designed, the Connected Printer Services platform features advanced security protocols that meet the latest requirements using a Microsoft Azure IoT Edge certified device. The platform leverages drivers that have been field tested and constantly improved for decades. It is built with expertise gathered across 17,000-plus software installations and honed by analyzing data from over 4,000 printers in the field. Add to this our deep knowledge of Markem-Imaje printers—their characteristics and how they operate on a day-to-day basis—and the result is this: **a fit-for-purpose, world-class, IoT service offer to meet your unique support needs.**

*during business hours

Infrastructure



Proven performance

The platform's advanced predictive and diagnostic capabilities will ensure you are as close to continuous operations as possible. Valuable data, expert analytics and intelligent advice alerts enable you to optimize your printer operations—reducing total cost of ownership, improving efficiency and driving sustainability.

1 Advanced user portal

Gain instant insight into your printer operations with our advanced user portal. A highly visible **cockpit dashboard** provides printer state and performance data with the ability to drill down into numerous detailed dashboards and reports. Any potential issues can be quickly addressed with remote alert notifications, a dedicated alert dashboard and links to our Virtual Assistant for self-troubleshooting. You can access remote assistance from Markem-Imaje helpdesk experts as needed—the choice is yours.

2 Alert functions

Connected Printer Services provide both automated alerts and personalized helpdesk guidance. **Printer warnings** that a fault is likely are delivered directly to the user, as are **printer fault alerts** in the case of a downtime event.

Intelligent advice alerts that facilitate continuous improvement projects are also delivered directly to the user, while personalized helpdesk advice is brought to you by an Markem-Imaje expert directly—online, over the phone or via live video link.

3 Production floor display screen

Implement a clear and highly visible solution to provide an instant operational overview of your printer fleet with our dedicated **display screen**. The status of all printers can be displayed directly on the production floor, giving valuable insight and helping to mitigate the risk of unplanned downtime. The display is suitable for screens of all sizes, ensuring maximum visibility can be achieved by operators and production managers alike.

4 Markem-Imaje helpdesk portal

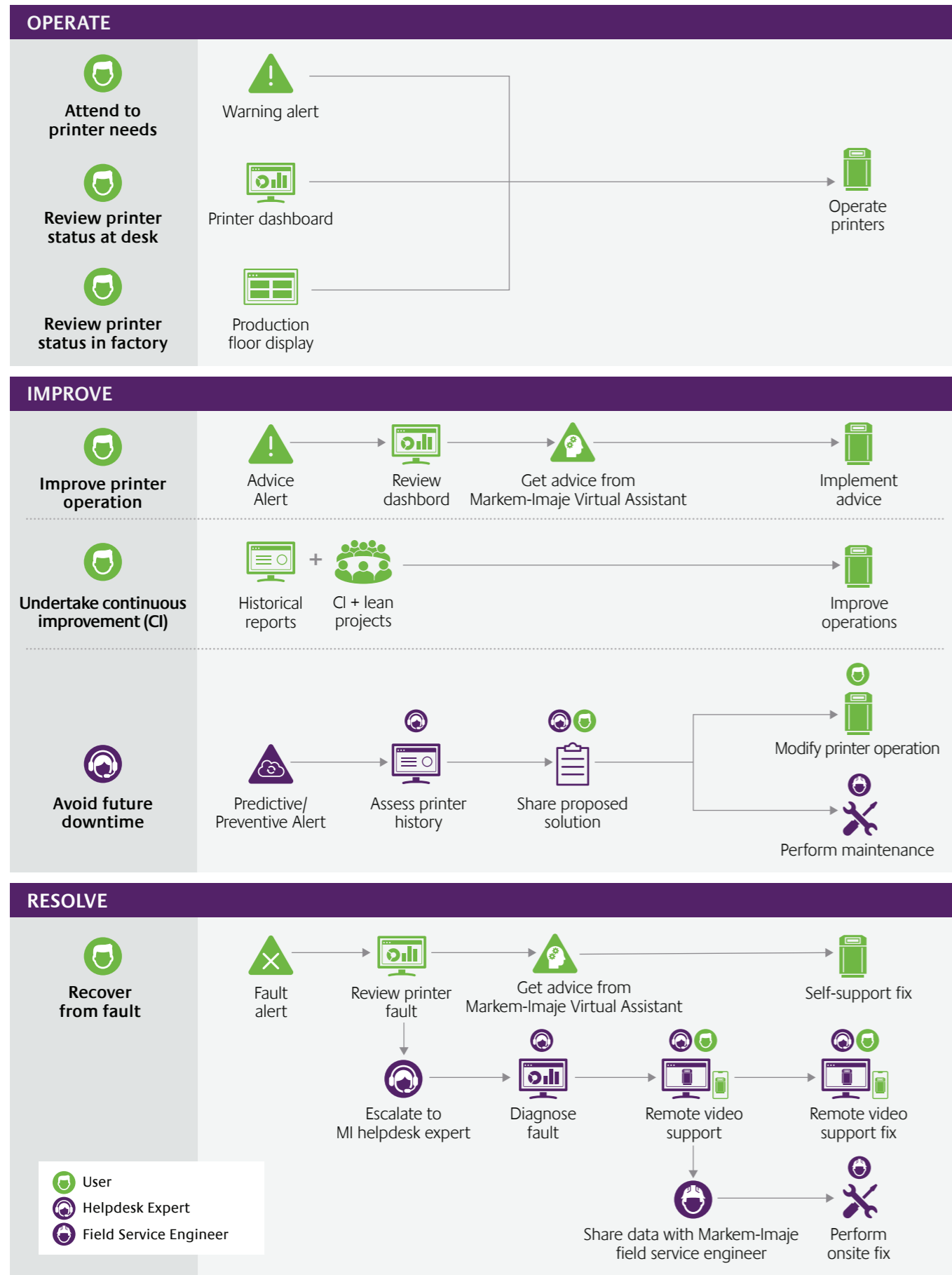
While you have access to your dedicated portal, our Markem-Imaje helpdesk experts have access to their own version which enables them to help you avoid unplanned downtime issues by providing predictive alerts. The helpdesk team can use the **secure dashboard** to diagnose faults remotely and—with your express permission—manually update printer settings to address and fix any issues before they become a threat to your production line.

5 IoT Gateway and secure cloud data storage

Your network of Markem-Imaje printers is connected to the IoT Gateway which performs edge computing to aggregate and analyze each printer's data and sends the results securely to cloud data storage (using Microsoft Azure services). Artificial intelligence (AI) algorithms running on the gateway are used to identify inefficiencies and possible future downtime for each specific printer based on its recent operating conditions. The cloud delivers system-critical information to the user and to helpdesk experts, facilitating a wide range of value-added alert functions and—with your permission—enabling the helpdesk to manually update printer settings remotely.

The support you need, whenever and however you prefer it

There are many ways that Connected Printer Services can provide the support you need. Here are some typical examples to illustrate the flexibility, wide-ranging capability and possible interactions with other service products available from Markem-Imaje.



The right service package... for you

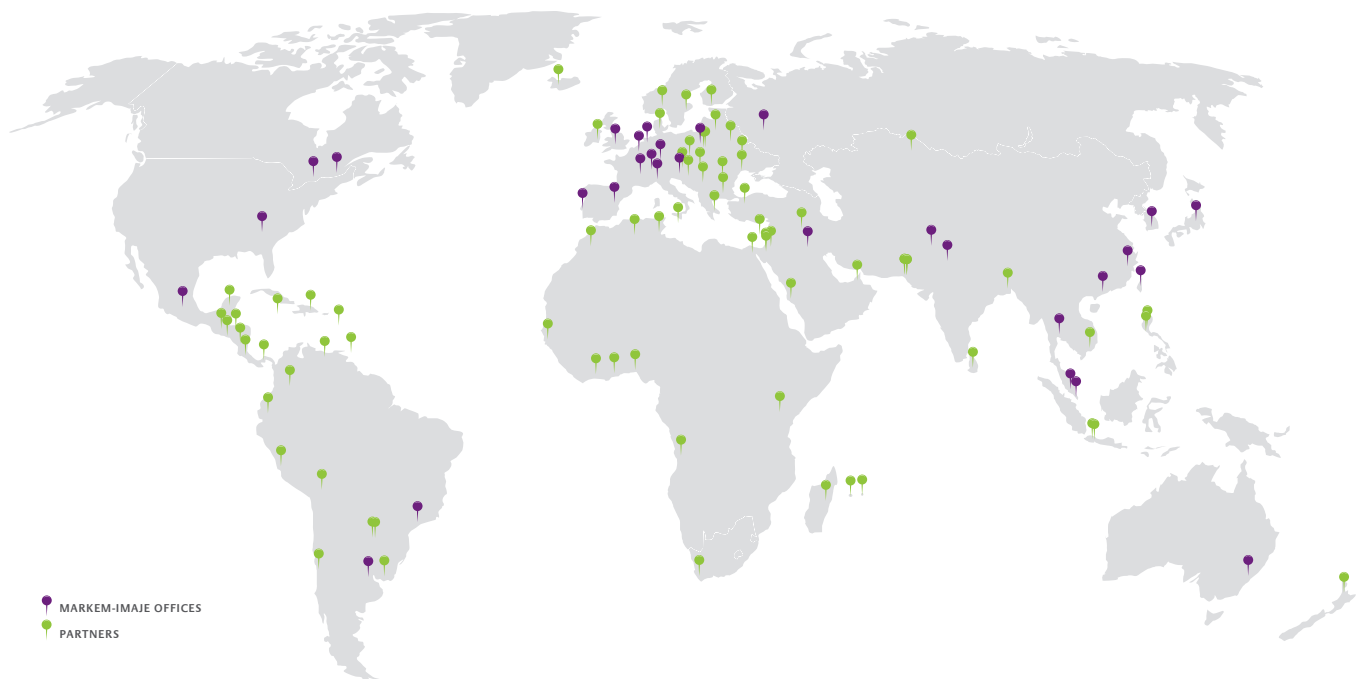
Optimized for your way of working, Connected Printer Services will make the break/fix scenario an exception rather than the rule. We understand that there is no one-size-fits-all approach to service intelligence. That's why these services can be tailored to suit your own operational processes: whether you're looking for self-sufficiency; to outsource your printer support needs; or a combination of both. An integral part of Markem-Imaje's comprehensive remote services offering, Connected Printer Services never ceases to add value to your coding operations.

Service level options		Access Run daily operations	Plus with additional improvement and resolution support	Premium with complete improvement and resolution support
OPERATE	Self-service user and production floor dashboards	●	●	●
	Real-time remote user alerts for printer warnings	●	●	●
IMPROVE	Intelligent analytics with automated user alerts		●	●
	Self-service user reporting of historical printer performance			●
	Proactive predictive analytics advice via Markem-Imaje helpdesk outreach			●
RESOLVE	Real-time remote user alerts for printer faults	●	●	●
	Reactive advanced diagnostics and remote Markem-Imaje helpdesk support		●	●

About Markem-Imaje

Markem-Imaje, a wholly owned subsidiary of Dover Corporation, connects products and protects brands through intelligent identification, traceability and consumer engagement solutions. We offer the industry's most comprehensive range of marking and coding systems seamlessly integrated with trusted software, services and consumables. Over 50,000 customers worldwide partner with us to help them unlock the power of information in codes.

With decades of proven expertise provided through the most extensive global network, we empower our customers to optimize supply chain efficiencies, achieve sustainability and compliance objectives, keep products safe and engage their consumers. This is intelligence, beyond the mark.



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9, rue Gaspard Monge - B.P. 110
26501 Bourg-lès-Valence Cedex France

+33 (0) 4 75 75 55 00

markem-imaje.com

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