

Markem-Imaje Ultimate Coverage Program

A smart and scalable all-in-one program to make your business a roaring success without any upfront investment



A bundle of benefits

- **Accelerated ROI:** Enjoy immediate return on investment. Mitigate the uncertainty of investing in a capital asset until it achieves the desired ROI.
- **Cost control:** Secure your monthly payment and enjoy the peace of mind that comes with knowing you're protected against inflation!
- **Real savings:** We've got you covered! All costs are included, No surprise or hidden costs. Enjoy all the benefits of the Hardware Maintenance and Support contract options.
- **Improve cashflow:** Save cash with absolutely no upfront capital investment.
- **OPEX vs CAPEX:** Shorter approval cycle and power to make decisions at the plant level.
- **Latest technology:** Access to the latest technology upon renewal and protect your investment against obsolescence.
- **Sustainability:** Say goodbye to the hassle of equipment disposal. Let Markem-Imaje take care of disassembling and recycling it in accordance with all legal and environmental regulations
- **Flexibility:** You have options at the end of the period. You can even add or return equipment before the end of the program period.

Markem-Imaje offers an all-in-one custom bundle with everything you could need to make your business a roaring success! Hardware, software, coding solutions, services, and consumables are all included and tailored to your unique business needs.

This is a unique chance to make the most of your investment while slashing costs with this unparalleled Markem-Imaje program. You can even match the program duration and payment according to your budget and business needs.

Relax and focus on what you do best: your business!

Comprehensive traceability solutions and smart services—all from a single trusted supplier

Continuous Inkjet
9000 Series

Thermal Transfer Overprinter
SmartDate® Series

Fiber, CO₂ and UV Laser
SmartLase® Series

Thermal Inkjet
1000 Series

Print & Apply Labeling
2000 Series

Touch Dry® High Resolution Piezo
Touch Dry® 5000 Series

Supplies*
Ink, ribbon, labels

Packaging Intelligence*
CoLOS® Software

*Optional

Ultimate Coverage Program



Testimonials

■ Sanpellegrino, Beverage Manufacturer:

“We have covered every aspect from coding equipment to consumables and service, without requiring a fixed investment contribution... with the peace of mind that we will always have the most suitable type of ink in our warehouse.”

■ Nexans, Cables Manufacturer: “We opted for this solution that includes the program, maintenance contract and equipment replacement without investment for greater flexibility and reactivity.”

- **Foam Extra Ltd, Boxes Manufacturer:** “We have the reassurance of an all-inclusive service package with engineers readily available to help resolve any issues we can’t deal with there and then. The customer service from Markem-Imaje is excellent.”

Included	Ultimate Coverage Level	
Program Services	Free choice of payment options: monthly /quarterly, direct debit / bank transfer. Match the contract period & payment method to your needs.	✓
	Bundle all costs in one simple payment including also consumables.	Optional
Recycling services	Process and recycling the equipment at the end of its lifecycle, respecting the legal and environmental regulations.	✓
Digital Self-Services	E-shop and Customer Portal: Order and track spare parts and consumables 24/7.	✓
	Virtual Assistant	✓
	Virtual Assistant Plus: Cut downtime by quickly resolving technical issues thanks to our AI-powered knowledge base, live chat and escalations paths.	✓
	Preventive self-maintenance parts	✓
	Advanced Exchange Service: Boost uptime with our unique program, allowing a fast and direct replacement of a broken part.	✓
	Connected Printer Services: Self-support and helpdesk printer services powered by secure IoT.	Optional
Remote Services	Helpdesk 24/7 Support: Access our experienced teams of engineers and technicians locally.	✓
	Live Chat 24/7 Support: Instant technical support up to 24/7 worldwide.	✓
	Remote Video 8/5 Support: Instant remote support with live video guidance.	✓
	Predictive monitoring services	Optional
On-Site Services	Preventive Maintenance visits: Prevent costly, unplanned downtime	✓
	Wear and Tear parts + Break Fix parts and labor: 850+ field service engineers worldwide to support you wear & tear or break fix when needed.	✓

CONNECT WITH US

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

+33 (0) 4 75 75 55 00

[markem-imaje.com](https://www.markem-imaje.com)



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a **DOVER** company