

# Global Services



## ***Your Needs. Our commitment***

The focus of business has shifted. Building relationships with clients and finding ways to attract new ones have become as critical as procuring the latest technology to stay competitive. Printing isn't just about delivering print jobs. It's about offering a wider variety of services so you can satisfy more of your clients needs. And because buyers want higher quality faster and less expensively, you can't afford to have anything less than a seamless manufacturing operation. Yet, technology continues to evolve. Performance criteria changes continuously. Keeping your staff up to speed is an ongoing process. And optimising the workflow is necessary to keep costs down and stay profitable.

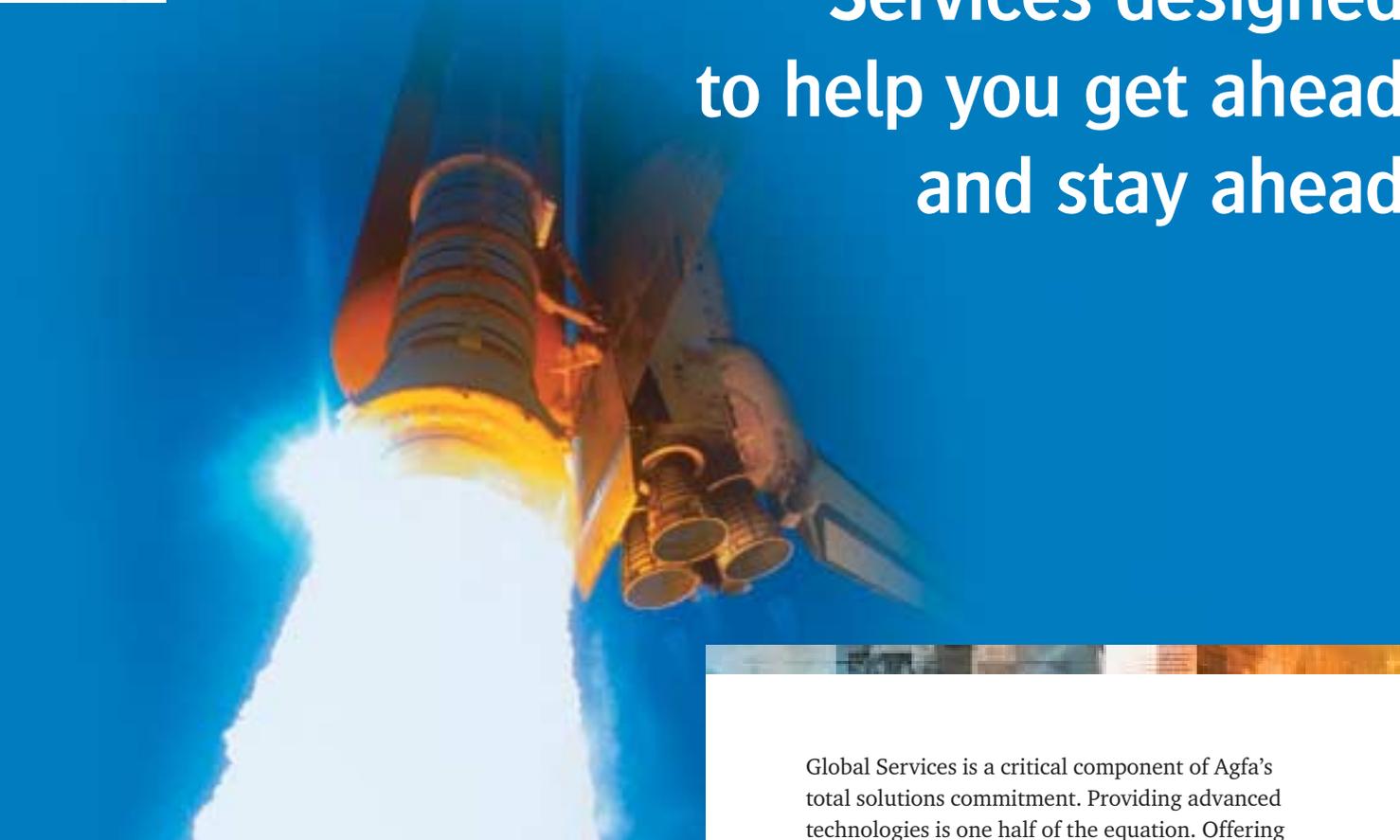
That is why Agfa has assembled the broadest array of services in the industry—from product installations and systems integration to expert training and continuous improvement programmes. Our commitment is to keep your workflow moving at peak performance and to help you respond to all your clients needs, so you can focus on them—your company's most important asset.

**AGFA** 

| see more | do more



# Services designed to help you get ahead and stay ahead



Global Services is a critical component of Agfa's total solutions commitment. Providing advanced technologies is one half of the equation. Offering services that will optimise their performance is the other. Our state-of-the-art technical and expert services extend beyond Agfa products to provide a total workflow solution. So you can operate efficiently and profitably. When you put your service needs in our hands, you'll have only one phone call to make and you'll have our commitment to help you get ahead and stay there.

## ***Unlimited Connectivity***

We can design a network to fill your individual needs—whether you are looking to connect two machines, install a WAN connection or construct a multiple-site network.

## ***Process Expertise***

Keeping up to date about new technology is a full-time job. Our specialists understand your needs and are fully versed in the latest offerings. They'll keep you fully informed about the latest advances and help you decide what you need to achieve your goals.

## ***Continuous Improvement***

Improving workflow performance is a continuous process. Agfa designs modular and scalable systems so you can add functionality and upgrade performance as your needs change. Agfa technicians will analyse your requirements and continually upgrade your software and hardware for continuous improvement.





### ***Seamless Technical Support***

With clients demanding faster turnaround, you cannot afford down time. That's why our technical support team can perform diagnostics and repair systems onsite or online, so you won't ever have to worry about missing a deadline.

### ***Audits and Consultation***

Where are the bottlenecks and how can you gain efficiencies from your current workflow? Our experts will show where and how.

### ***Academy Training***

There is more to training than teaching someone how to operate equipment. Agfa trains your staff to understand processes so you can get more out of the equipment and more out of your people.

### ***Spare Parts Availability***

If your equipment requires a spare part, you don't want to be kept waiting. Agfa spare parts depots are strategically located for rush delivery.

### ***Knowledge Warehouse***

Even if you have skilled technicians in house, Agfa provides a wealth of online knowledge so they can troubleshoot quickly and effectively or download software to keep system software up to date.

### ***Shared Maintenance***

If you run a large company you probably have a full-time support staff. Agfa offers a shared maintenance program to help your technicians solve complex and specialised problems.





# A World of Services... To Meet Your Needs

## *Technical Services*

### *Installation*

Today hardware, software and consumables are inextricably linked. So keeping them up to date is critical for an efficient workflow. When upgrading requires a spare part, a firmware or software update, onsite installation is often the best route. Agfa makes it easy and carefree. If the software upgrade provides new functionality, Agfa technicians will provide on-the-spot operator training.

### *System and Network Integration*

Networks need to be linked and different operating systems need to communicate. Agfa network specialists will integrate your new system and your software into your workflow. They'll connect Agfa with non-Agfa systems to make the most out of new and existing technology. Using JDF technology, they will also work closely with your technicians or IT professionals to create a seamless company-wide network.

### *Technical Services*

Technical Services describes the suite of technical support services designed to keep your equipment and software systems running smoothly. We provide complete quality assurance for every element of your workflow—consumables included—so you can enjoy the confidence you need to grow your business and stay ahead of the competition.





### **Preventive Maintenance**

Preventive maintenance programmes lets you choose a predefined number of visits for Agfa technicians to perform system maintenance. Agfa technicians will inspect hardware and software performance and make necessary updates or repairs. They'll review your methods and recommend new ways to improve the process. They'll also monitor ambient conditions such as temperature and humidity which can cause systems to malfunction.

### **System Repairs**

Eventually parts wear out or unexpected disasters can cause damage. Agfa offers customised contracts to cover maintenance, repair and product upgrades so you'll be able to maintain an uninterrupted workflow economically.

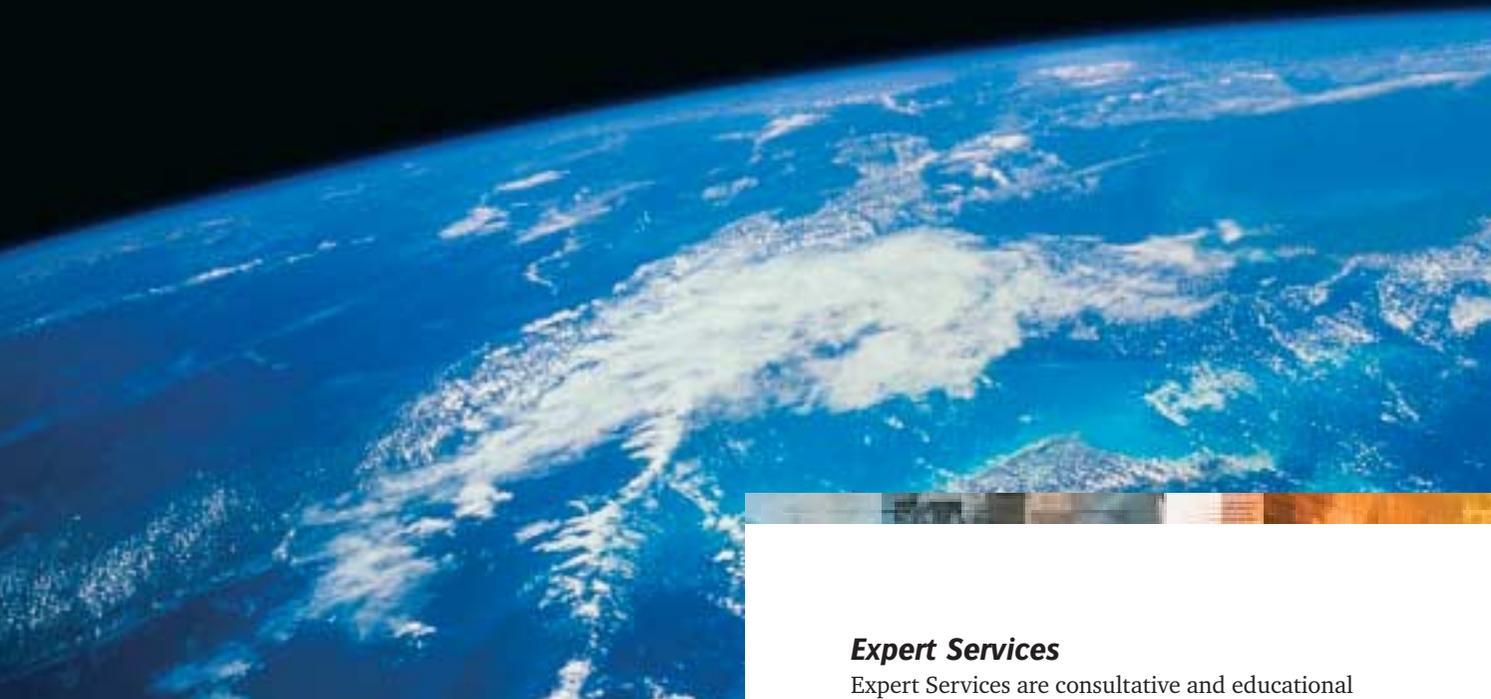
### **A World of Experience**

We understand that every print operation is different, with different service requirements. We also understand the very distinctive requirements of commercial, newspaper and package printers. After all, we deliver CtP services to 70% of the world's newspapers. And we've been serving commercial and package printers since well before the digital revolution. We'll continue to be there with guaranteed results thanks to our expert engineers, strategically located parts depots and fast response times, 24 hours a day, seven days a week.





# Expert Services



## Expert Services

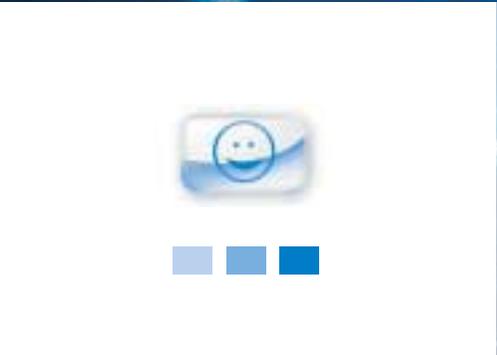
Expert Services are consultative and educational services designed to provide your organisation with the level of expertise you need to keep your operation productive and profitable. Keeping your goals in mind, our consultants examine every aspect of your workflow and identify ways to improve performance and overall productivity. And our training experts go well beyond product basics to cover process and production issues. Your operators will learn more than how to operate a machine; they'll know how to optimise the production process and help you to meet your clients' growing needs.

## Onsite Training

Agfa's comprehensive programmes go beyond hardware and software training. They motivate your employees, giving them ownership in the process and pride in their work. We'll analyse your organisation then recommend a programme tailored to meet your needs. We also provide instruction on optimising non-Agfa applications and workflow systems. A complete training programme will improve overall productivity and help you to gain a competitive edge.

## The Academy

This is Agfa's centre of education. Although, it isn't housed in any one place. It exists at an Agfa location or onsite at your facility. We bring training and educational programmes to you in one-on-one and classroom setups. So that you can experience minimum interruption and schedule programmes at your convenience.





### **Application Services**

Agfa offers a suite of support services for specific applications—including project and workflow management, colour management, and more. We provide expert application support onsite, online and by telephone to help you through a procedure or to download a software update. Because we know that your work day doesn't end after the daytime shift, we developed the Alert after-hours programme. Agfa's equipment experts are available through remote connections to diagnose and provide assistance. They'll even order a part, if needed to arrive the following morning along with a technical expert. For the greatest assurance that your operators have the assistance they need, we'll combine all application assistance in a single contract.

### **Online Newsletter**

Stay informed and keep your staff up to date by subscribing to Agfa's online Global Services newsletter. They'll get technical tips and news that will help them keep on top of the latest technical advances.

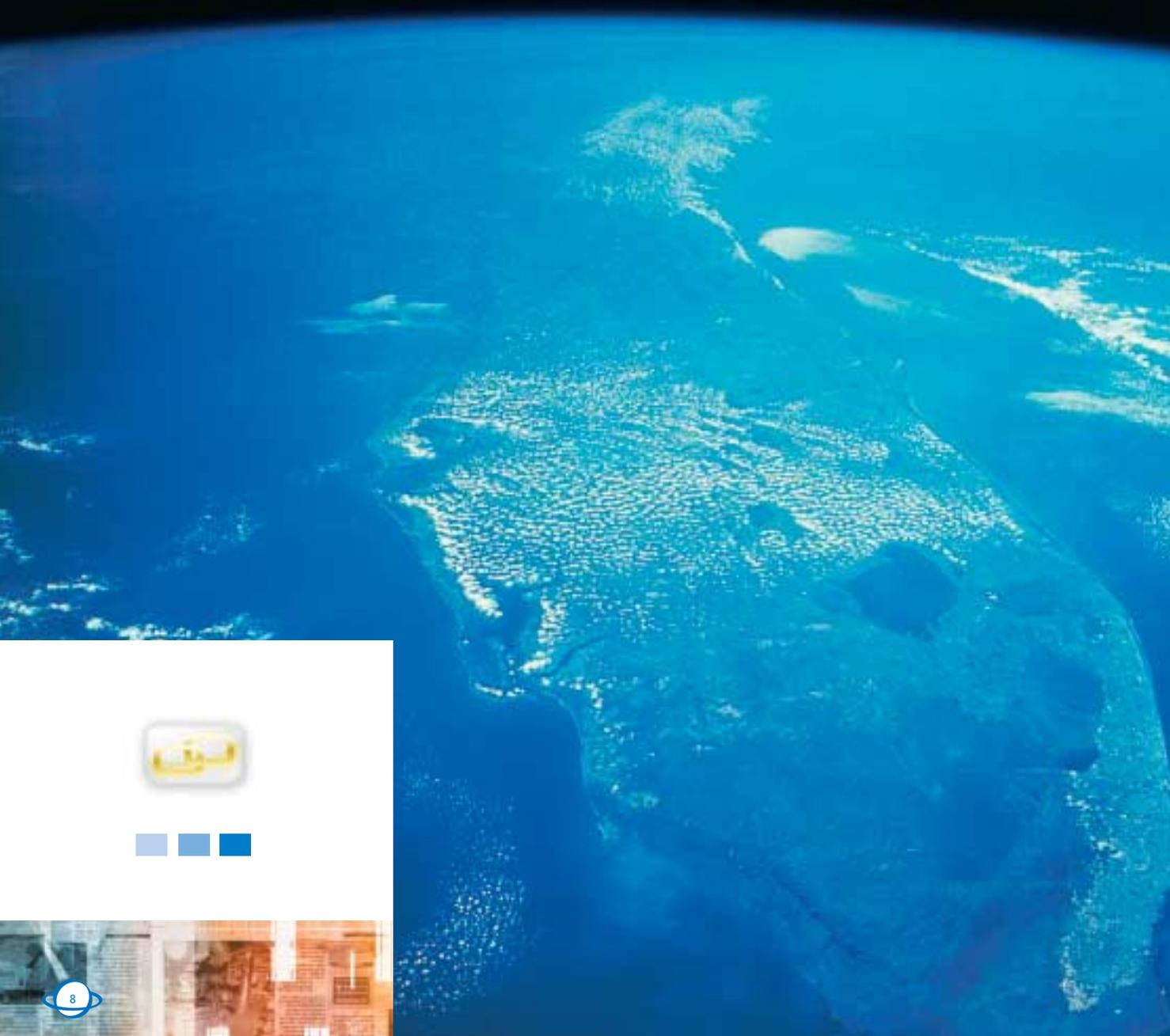
### **Consulting Services**

Agfa brings its proven expertise to your organisation. We start with a careful appraisal covering every aspect of your operation—from the networking infrastructure to the physical layout, even the plumbing. Next, we identify areas that warrant improvement and then recommend ways to optimise every element in the workflow. Our recommendations cover project management, information technologies, and integrated systems design. We offer advice on support services and performance specifications. We show you how the latest



technologies, such as JDF, can extend the benefits of automation beyond prepress and into your business processes. We'll handle the difficult task of colour management by setting it up and showing you how to make it work flawlessly. Whatever your workflow needs, Agfa's Global Services has a solution. We even evaluate your ROI and ensure that you are making efficient use of investments, employees, and time. So you can reach your business goals faster and more profitably.





### **Remote Services**

Having to produce more jobs more quickly leaves no room for error. Agfa offers a comprehensive programme of telephone and online support. With an Internet connection, we can perform remote diagnostics, walk your operator through a repair or download software patches instantly.

### **Installation**

Our remote capabilities allow us to install hardware firmware and update software online. Our technician will communicate with your operator by telephone while they are online and during the installation.

### **Preventive Maintenance**

Software agents are the newest and often most effective way of maintaining your system. These little software modules monitor your hardware and software and capture system information such as available disk space. They can even take the internal temperature of your server. Our expert service engineers can then analyse the data and identify possible problems, speed degradation or performance problems—before they happen.



## System Repairs

Even if you have an onsite service agreement, the first step is analysis by telephone. Often repairs can be handled online by downloading a software patch or by simply changing a setting—our goal is to give you the fastest possible service to keep you up and running at all times.

## The :Odyssey System

Designed for remote CtP diagnoses, the :Odyssey system has been in use at customer locations throughout the world. So we have years of experience solving problems remotely. The system comprises a PC and diagnostic software. Using the telephone and a web browser an Agfa engineer can instruct your operator to make a repair or we can download a software patch that will solve the problem.

## Online Monitoring

Persistent problems are intermittent in nature and difficult to see at the first intervention. With online monitoring, the system can record all the events as they occur and identify what caused the problem.

## Remote Site Management

Managing a multiple-site network is complex to say the least. Having a knowledgeable person onsite at the right time isn't always possible. We can help. Our engineers have in-depth systems knowledge and process expertise you can rely on.

With our Technical Assistance Centre (T@C) services, you get instant access to Agfa experts that know your workflow and who can work with you to determine the solutions you need. They can even offer help through the Technical Assistance Centre so you'll have instant access when you need it most, even after hours.

## Taking Advantage of Agfa's Global Services Network

Taking advantage of Agfa's Global Services network is easy. Your Agfa local service organisation will work with you to evaluate your needs and propose a contract or service agreement that's perfect for your company. You can choose a preventive maintenance agreement, a technical service contract, a remote diagnostics system or an ongoing training programme. Whichever is right for you, you can rest assured that by putting your service needs in our hands your operation will never miss a beat.





# The Global Network... An Unfailing System of Checks and Balances.

Agfa's worldwide network of service professionals provides an unfailing system of checks and balances. Our service network begins with you. Each Agfa subsidiary (in 40 countries) operates a local service organisation to provide direct onsite and online support. And every service group oversees a network of strategically located parts depots. Agfa's regional headquarters in Europe, North America, Latin America and Asia-Pacific—provide the next line of service. If a problem still can't be solved, service engineers from Agfa's worldwide

headquarters fly in or provide their expertise online. While the region and headquarters escalation paths are rarely needed, Agfa maintains this globally connected network to give you peace of mind. So you know that no problem will ever go unsolved.

All of our service engineers are thoroughly trained by product engineers and applications specialists at Agfa's headquarters in Mortsel, Belgium. They also have access to Agfa's central database, so if a problem arises they've never seen before, more than likely they can find another engineer who has.

Regardless of the need, every service call is registered and followed up electronically. So we are absolutely sure the problem is solved. And that you'll have the kind of service you need to stay ahead.





**Technical Expertise**

Technology is what we do best. We thoroughly understand its demands and know how to make it perform to the highest standards. Our technicians are continually trained to understand all the nuances of production as well as the intricacies of the technology. So let us help you. So you can do what you do best.

**The Power of Print**

Print is your livelihood. And ours. So it is our mission to provide services that will make print technology reliable and efficient, so you can lower the cost of ownership and get the absolute most out of your entire production workflow. Our experts will train, motivate and keep your staff informed, so you can be self sufficient, cost effective and profitable—and get more out of the power of print.

**Online Services**

Why is it that disaster occurs only at the worst possible time—when your biggest client is relying on you to do the impossible. At times like this, you can't wait for a service engineer to arrive onsite. That's why Agfa offers a comprehensive suite of online technical support. With a remote services contract, you'll be able to accept rush jobs and profit from them.





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