

Long-term service partnerships on the rise

Shaping-up older presses

Investment in new offset web presses has fallen significantly in recent years given structural shifts in media-driven areas of the print industry. The machines in the market are getting older, demand for repairs, preventative maintenance, retrofits, upgrades and expansions is growing. As part of its customer service portfolio KBA-Digital & Web offers a comprehensive programme aimed at keeping older presses in shape and securing additional business for its users with market-orientated retrofits. More and more customers rely on long-term, contractual partnerships. Here are some examples:

Tamedia invests in comprehensive service support

Swiss firm Tamedia and KBA-Digital & Web concluded an extensive four-year service framework agreement for the KBA web presses in operation at Tamedia's sites in Zürich, Bern and Lausanne. The contract which is worth several million euros is expected to secure the availability of the press lines and will contribute to the optimisation of the planning and budgeting of necessary measures. It includes the planning and implementation of essential service work, inspections, repairs and retrofits, crucial integration and modification work, the delivery of spare parts and consultancy and support of Tamedia with audits, training and project management by KBA

experts. Swiss KBA subsidiary Print Assist will ensure the coordination on-site. A 40-year collaboration is thus continued with this long-term service contract.

In 1980 Koenig & Bauer delivered one of the first multi-unit Commander press lines to Tamedia and the Swiss were also the first users worldwide of the then up and coming triple-wide web presses with stacked nine-cylinder satellite printing units in 2003. The multi-unit KBA Commander 6/2 installed in Zürich thirteen years ago has 16 printing towers, 16 reelstands and five folders. Another large Commander 6/2 line with nine printing towers, nine reelstands and three folders went to DZB Druckzentrum in Bern, a member of the Tamedia group, in 2004.



“We have worked successfully together with KBA for decades. We aim to increase the production reliability and efficiency of our press further with this service agreement.”

Siegfried Wahl

Tamedia also operates a Cortina which was delivered to Centre d' Impression Lausanne SA in 2006 and is Switzerland's only waterless offset web press.

KBA PressSupport 24 for Coldsetinnovation Fulda

A KBA Commander satellite press with an hourly output of up to 90,000 full-colour newspapers has been in operation at Coldsetinnovation Fulda in Eichenzell, Germany, since 2010. The highly automated press that was extended in 2011 consists of three reelstands, three printing towers, a KF 5 folder and numerous add-ons for inline finishing. The long-standing partnership between KBA and the printing company in Hesse has been expanded with a service agreement. Siegfried Wahl, assistant vice-president and technical director at Coldsetinnova-



A look at the console room of the multi-unit KBA Commander 6/2 installed in 2003 at Tamedia in Zürich



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The service contract will run for five years and can be extended until 2025. From the beginning of 2016 the specialists from Würzburg will support the printing company’s team of technicians with regular maintenance tasks as well as mechanical and electrical inspections every two years. What is more, KBA PressSupport 24 service facilitates the efficient online diagnosis and fast assis-

tance 24/7 via remote maintenance experts from KBA-Digital & Web.

Round-the-clock service for Vogel Druck

Along with newspaper customers, service partnerships also take place with illustration printers. Vogel Druck und Medienservice (VDM) in Höchberg near Würzburg, Germany, and KBA-Digital & Web expanded their longstanding partnership with a long-term service agreement. With its 380 staff VDM specialises in perfect-bound and wire-stitched magazines, catalogues and brochures in the medium-volume segment. KBA will provide an extensive service package at

one of the most modern web offset printing firms in Germany for a KBA C48 commercial web press delivered in 2014 and a twin-web 32-page KBA Compacta 217 delivered in 2006.

Along with the supply of spare parts the agreement stipulates regular maintenance of the commercial presses and monitoring production including rectifying any technical malfunctions that occur via KBA PressSupport remote maintenance. VDM managing director Rolf Lenertz: “In this difficult competitive environment a high level of production efficiency and security have become increasingly more important for the long-term economic success of our printing company. An essential element of this is the routine maintenance and permanent monitoring of our commercial web presses by experienced professionals.”

Christoph Müller managing director of KBA-Digital & Web: “Concluding service contracts offer our customers the security to get fast professional help at foreseeable costs on demand.”

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Steffen Raunecker (r) technical director, at Vogel Druck, and Thomas Potzkai from KBA-Digital & Web look forward to the long-term service partnership