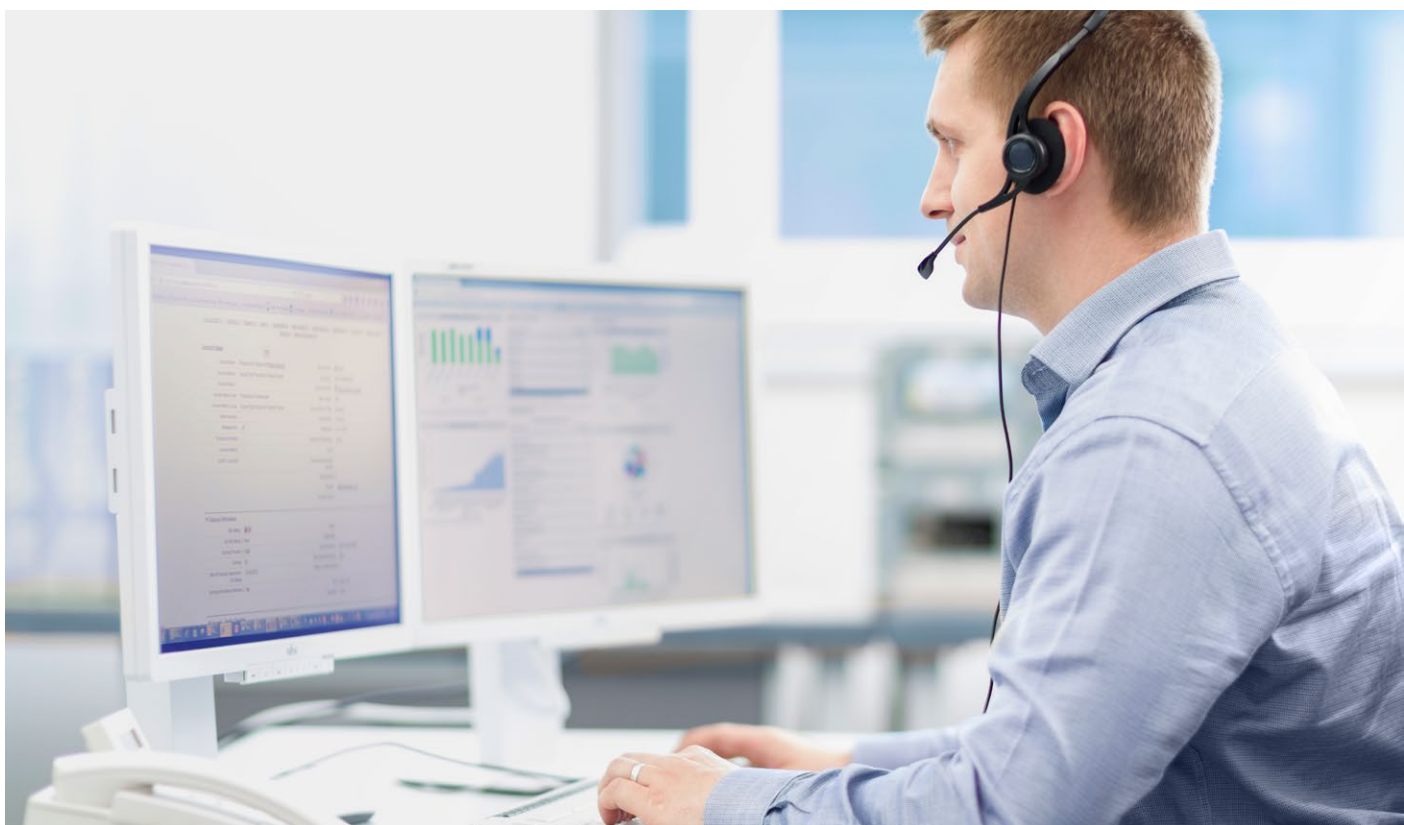


KOENIG & BAUER

PressSupport24 24/7 support from the manufacturer

Efficient diagnosis and fast support in case of production disturbances



PressSupport24 provides for fast and reliable processing of your service calls in connection with a Rapida sheetfed offset press. Whether telephone support, remote maintenance access, analyses of performance data or video communication, we utilise all modern-day possibilities to preserve the availability and performance of your press – around the clock. In 80% of cases, the problem reported by the customer can be solved directly by remote maintenance, without the need for a technician to visit the press. That keeps service costs and downtimes to a minimum.

koenig-bauer.com

we're on it.

Implementation

If all the technical requirements are met, the system is ready for use in no more than 45 minutes. Ongoing production is not affected. The prerequisite for remote maintenance access to your press is an Internet connection via a VPN router (Virtual Private Network). Special data encryption methods guarantee absolute data security.

Product information

- 24/7 support from our specialists
- Fast and secure communication using the PressCall feature directly on the Rapida console
- Remote maintenance access via a secure VPN connection
- Modern facilities for video communication via smartphone with Visual PressSupport
- Regular creation of clearly structured performance reports

Your benefits

- **Fast and efficient problem solution**
- **Variety of innovative and digital diagnosis possibilities**
- **Over 80% of customer calls are solved directly by remote maintenance**
- **Time and cost savings by eliminating the need for a service technician to attend**
- **Ultimate data security through access routing via VPN**

