

TELESUPPORTCENTER

## 24/7 support with TelePresence



24 hours, 7 days: immediate assistance, no waiting time.

## Service around the clock

**Professional support for sheetfed presses of the ROLAND 300, ROLAND 500, ROLAND 700 HiPrint, ROLAND 700 DirectDrive, ROLAND 700 HiPrint HS, ROLAND 900 and ROLAND 900, XXL series.**

With TelePresence and a TSC flatrate, you minimize the risk of losing production time. Our service technicians in the TeleSupportCenters are at your disposal – through the day, through the night, on working days and on holidays. Thanks to effective electronic means of communication, ultramodern analysis methods and diagnostic tools, faults are detected from a remote location and in many cases rectified immediately.

**Always accessible.** Follow-the-sun is the principle behind our 24/7 accessibility. Our three service centers are located in different time zones. If it's nighttime where you are, your service request is routed to where it is daytime. It makes no difference which TeleSupportCenter handles your request. The employees at all locations are specially trained for these tasks and use the same tools to remotely diagnose faults in your press. With the TSC flatrate you are on the safe side also as far as costs are concerned. Whether you get help from Germany, Malaysia or the USA, and how often you request service, it's all included in the flatrate.

**RemoteCheck-up included.** Combining TelePresence and TSC flatrate offers you even more: four RemoteCheck-ups per year are included. Each quarter you receive an evaluation of the condition of your printing system. This proactive check indicates which components of your press will lead to error messages. This enables potentially faulty components to be identified at an early stage and replaced if necessary before they lead to a press failure.

Do you already have a ProServ Comfort or ProServ Supreme contract for a press? Then you need do no more. 24/7 support is automatically included at no additional cost. All other customers can purchase 24/7 support with a TSC flatrate at special conditions. The prices vary depending on the number of presses and shifts worked. ■■

## Scope of services

- Unlimited remote diagnosis 24/7
- RemoteCheck-up four times a year

## Benefits

- 24/7 accessibility (around the clock)
- Immediate assistance when a problem arises
- No time lost waiting for a technician to arrive
- Ultramodern analysis methods and diagnostic tools are used for rapid rectification of faults
- Four check-ups per year to identify potentially faulty components

## Remarks

- The TSC flatrate (TeleSupportCenter) is free for new presses in the warranty year
- 24/7 is offered in German and English

## Availability

Prerequisite for booking 24/7 service:

- The press is equipped with TelePresence
- A TSC flatrate

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