

Code with CONFIDENCEsm

Redefine the possiblesm



markem·imaje

a **DOVER** company

Code with CONFIDENCEsm

Every business is different. Your size, strategic goals and production needs are unique. Yet for every manufacturer and packager, your printing and coding system is a critical part of production—and profitability. But effective, reliable printing is far more than a printer. Only with dependable, expert service can you truly **Code with CONFIDENCE**.



Markem-Imaje services **Redefine the possible[™]** with a simple, comprehensive approach tailored to your business. The continuous benefits of Markem-Imaje service relationships include:

- Access to skilled engineers
- Process optimization
- All-inclusive services packages

Our extensive global support network provides fast response and best-in-class technical expertise, grounded in a deep understanding of your unique challenges, applications, and processes.

Support across the life cycle of your solution

At Markem-Imaje, we are with you every step of the way, with service offers from initial design to project start-up and ongoing use.

Solution design

- Project management

Start-up

- Start-up packages
- Training

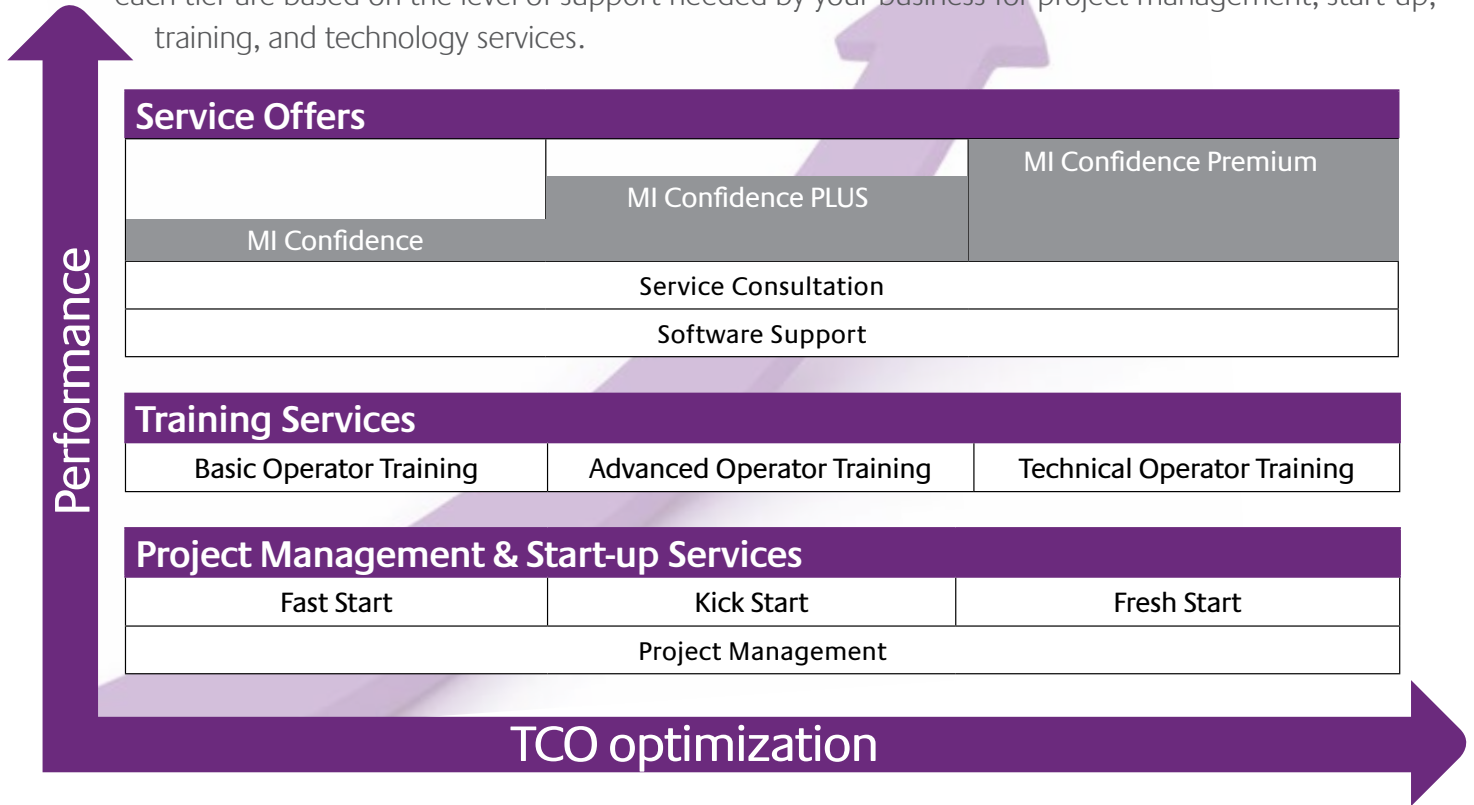
Usage/Upkeep

- Service agreements
- Software support
- Consultation
- Training



Markem-Imaje Service Portfolio

Because your business has unique needs and goals, Markem-Imaje presents tiered Service Offers. Benefits for each tier are based on the level of support needed by your business for project management, start-up, training, and technology services.



Professional Services

Markem-Imaje offers a variety of professional services to assist you, from managing your projects to starting up your system and training your employees—all based on the level of support you require.

Start-up Services	Fast Start	Kick Start	Fresh Start
Start-up	✓	✓	✓
Synchronization	✓	✓	✓
Basic Operator Training		✓	✓
Technical Team Training		✓	✓
CoLOS Software Training		✓	✓
Integration			✓
Follow Up Visit			✓

Training Services	Basic Operator Training	Advanced Operator Training	Technical Team Training
Operate	✓	✓	✓
Maintain	✓	✓	✓
Basic Fault Finding	✓	✓	✓
Basic Repairs		✓	✓
Spare parts Replacement			✓

Project Management

From project initiation through planning, execution and monitoring, Markem-Imaje provides expert guidance and consultation. You'll benefit from a single point of contact as we work to define your objectives, analyze risks, and tap into our global network of proven marking and coding solutions—all with ongoing management of your changing needs.

Software Support

Markem-Imaje offers easy, flexible support for CoLOS software, designed to ensure continuity and protect your investment.

Markem-Imaje Service Agreements are designed to help you increase reliability, efficiency and profitability by:

- Ensuring production output
- Maximizing life-cycle performance
- Providing cost predictability and optimization

Benefits to fit your business

Review our technology Service Agreement benefits to find the level of service that's right for you.

Service Agreements	MI Confidence	MI Confidence PLUS	MI Confidence Premium
Duration	From 1 to 3 years	2 years	From 3 to 5 years
Firmware update	✓	✓	✓
Preventive maintenance ¹	✓	✓	✓
Break-Fix ¹		✓	✓
Wear & tear parts (selected)			Optional
Service consultation	Optional		Optional
Software support	Optional	Optional	Optional

1: Includes required parts, labor and travel

Contact us

Talk to your local Markem-Imaje representative today about the possibilities of creative, high-quality marking and coding, or visit markem-imaje.com

Extensive Global Service Network

A global leader in marking and printing solutions, Markem-Imaje offers an array of service packages and an extensive worldwide service network of highly skilled, knowledgeable experts who protect production line uptime by providing remote technical consultation and local, on-site repair support.



Agency: communicatorsgroup.com Photos: iStock and Thinkstock



Markem-Imaje Global Sales & Marketing Division
 9, rue Gaspard Monge - B.P. 110
 26501 Bourg-lès-Valence Cedex - France

Tel +33 (0) 4 75 75 55 00 **Fax** +33 (0) 4 75 82 98 10

Redefine the possiblesm