

SCREEN Product Support



SCREEN

The Customer Support
Engagement Experience
for High-Speed Inkjet Solutions



Not Service by Statistics

Too often, service organizations believe their own statistics and make judgments about a customer's needs based on their statistical past performance. They claim 95% this or 100% that or just 5% this other thing.

What's really important isn't what a creative analyst was able to massage a bunch of numbers into. What's really important is customer satisfaction, and for SCREEN, customers fall into one of three categories:

- 1. Satisfied
- 2. Extremely Satisfied *or*
- 3. We failed and we need to make it right

*Those are the statistics that matter to **SCREEN***



*We pass with an **A+** or we fail...
and **failure is NOT an option.***

SCREEN Product Support offers service solutions for all its Truepress Jet series presses



Truepress Jet520HD Series

UV INKJET LABEL PRESS



Truepress Jet L350UV+ and L350UV+LM

FULL-COLOR VARIABLE PRINTING SYSTEM

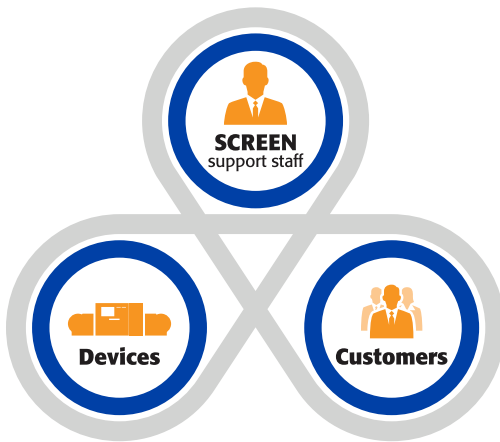


Truepress Jet520NX

UV INKJET LABEL PRESS



Truepress Jet L350 SAI Series

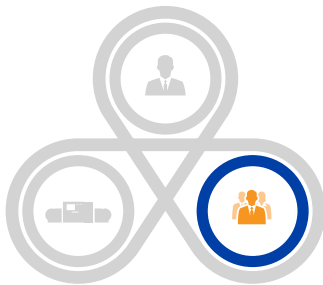


SCREEN TRUST Network Service

Minimize downtime, get insight, improve productivity

The TRUST Network Service program reduces unplanned downtime, gives data-driven, factual insight into how the printer is running and being run and enables a secure path for SCREEN support people to provide assistance to keep you producing. There are three branches of functionality of the TRUST Network Service program:

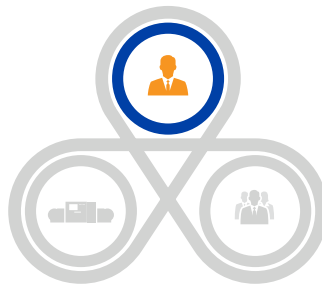
TRUST Assist



Precise identification of malfunctions plus operational support and guidance

Trust Assist enables SCREEN Product Support Engineers to provide secure remote troubleshooting, real-time support and often repairs reducing unplanned downtime and getting you running faster.

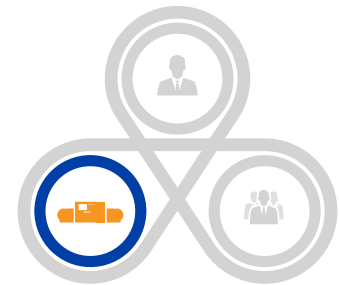
TRUST Guard



Predictive diagnosis helps to identify potential problems

Trust Guard is a printer monitoring service accomplished by highly secure SCREEN servers armed with machine learning software which proactively identifies potential problems and initiates dispatching communications.

TRUST Dialog



Customers are updated with the latest maintenance information

Trust Dialog allows access to operator tools such as online manuals, 'how-to' movies and a web-based dashboard with a variety of up-to-date data about your printer.

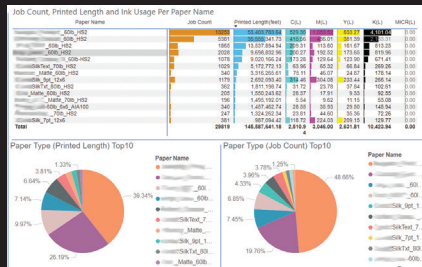
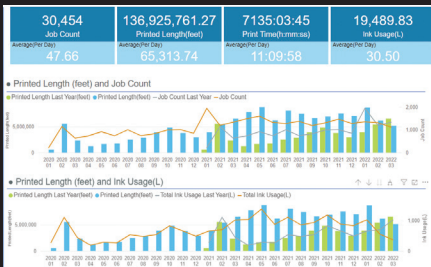
“ It shouldn't have to be this way but it's refreshing to speak to someone in Tech Support who isn't just typing keywords into a database and reading back things like, "Did you try restarting it?" or "Do you have the paper loaded right?" **When we call SCREEN, the guy my operator talks to is often the same guy who comes in an hour later to fix it.** ”

— SCREEN Customer Since 2016

Critical tools to run your business



The Dynamic Dashboard is an important part of the Trust Network Service program. It is a secure portal that aggregates and displays important information about how your SCREEN printers are running and being run. It allows you to see near real-time and historical data giving you insight into ink and paper usage, machine productivity, uptime, downtime and much more.



See your printer's current state as well as recent historical production data. Why was my volume different on this day?

Papers are being run, how much, at what speeds and how much ink is going on each one. Is one paper more efficient with ink than another?

Speeds each paper is being run, ink used on which jobs and for which clients. Why are my operators running this paper at this speed?

No matter where your print operation is located, SCREEN Americas has you covered

With over 40 full-time, Level-3 Product Support Specialists across the Americas, you can count on SCREEN Service and Support to keep your presses rolling. When you do need assistance, our team is one phone call away and you'll be routed to a top-level engineer who knows your SCREEN press, inside and out.

No bouncing around from one talking head to another with unhelpful suggestions that waste your time. Remember, each service team member's goal is to satisfy SCREEN's customers to the point where each and every one of them would become a reference for SCREEN.



All across North America, one call to our Service and Support Department ensures maximum uptime to keep your SCREEN presses rolling.

SCREEN



“ We’ve been in business for 47 years, my grandfather started the business, my father took over for him, now I run it. We’ve had a lot of equipment from a lot of vendors and we’ve had a lot of people come in to fix our stuff, **I really wish more were like SCREEN.**

They walk in, they know the equipment, they figure out what’s wrong and they get us going again.



— **SCREEN Customer Since 2018**

The SCREEN Relationship Lifecycle

Stage 1

Pre-Contract/Pre-Agreement

Early in your relationship with SCREEN, before you are even a customer, we perform a number of analyses, site surveys, inspections and audits to make sure the proposed solution and its installation will meet your specific facility and production requirements as well as performance expectations:

1. Existing production benchmarking
2. Workflow analysis
3. Production tools audit
4. Site survey/space utilization
5. Solution design



Stage 2

Implementation Planning, Installation & Training

Once you've placed an order, a SCREEN implementation team works with you to plan and provide pre-site service preparation, registration of operators and scheduling of on-site and classroom training. To achieve a smooth launch and start-up, SCREEN provides the following:

6. Hardware configuration and installation
7. Process training
8. Operator training
9. Application/software testing
10. Pre/post testing
11. Paper testing
12. Ink usage assessment
13. Operator readiness assessment



Stage 3

Monitoring and Preventative Support

SCREEN Service has designed and deployed a worldwide, cloud-based monitoring and preventative maintenance program that records, analyzes and anticipates potential interruptions in machine and workflow performance. The TRUST program leverages new technologies in machine learning and collaborative diagnosis as well as new remote assistance and training solutions that put SCREEN's best engineers on your shop floor.

14. SCREEN TRUST Network Service
 - TRUST Assist
 - TRUST Guard
 - TRUST Dialog
15. Preventative maintenance training

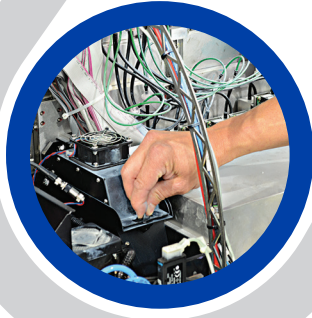
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Stage 4

Interruption Incident

Although SCREEN inkjet technology is renowned for its uptime and dependability, there can sometimes be issues that impact production. Our goal is to help you eliminate unplanned downtime by using a system of preventive maintenance. With TRUST, we are able to monitor your system, provide timely notifications and offer support that is unrivaled in the industry.

- 16. Remote incident diagnosis
- 17. 24/7 Help Desk
- 18. Printer generated issue notification
- 19. Direct access to SCREEN Japan manufacturer engineers



Stage 5

Break/Fix Response

Our factory-trained, Product Support Engineers are experts on your SCREEN hardware and software. When you call, you reach a highly skilled support specialist who knows your equipment and can provide real assistance to get you going. If it is determined that an on-site call is needed, an engineer will be deployed to your location.

- 20. 24/7 Help Desk
- 21. Dispatch of Field Product Support Specialists
- 22. 24-Hour Support Service
- 23. Our extensive line of inventory based in the U.S. can expedite your order for parts and consumables
- 24. Call completion with a summary of services performed and parts supplied



Stage 6

Post-Response Support

SCREEN Support does not end at the completion of a call. We stay on site to ensure production is running, offer training and then follow up more than once. We provide recommendations for improvements in production and seek your input on our performance so we can improve and remain the best service organization for our customers.

- 25. Post electronic service report document
- 26. Provision of recurrence prevention mechanisms
- 27. Review of suggested monitoring and maintenance solutions
- 28. Certificates of parts and warranties as applicable



SCREEN

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