



Excellence in Paper Processing

Remote Assist – an expert at your side



Remote Assist

A "remote connection" makes it possible to give external Hunkeler experts secure access to your Hunkeler system.

The remote connection enables rapid error analysis, troubleshooting, data backups or simple production support. The customer is fully integrated into the process at all times. In other words, access is controlled by the customer, who can terminate connection whenever desired.

Today, Hunkeler Remote Assist identifies problems online and gives you assistance as if a technician was on site.

No matter where your system is, our expert service team is always close at hand.

Hunkeler Remote Assist is a complete package of various online services.

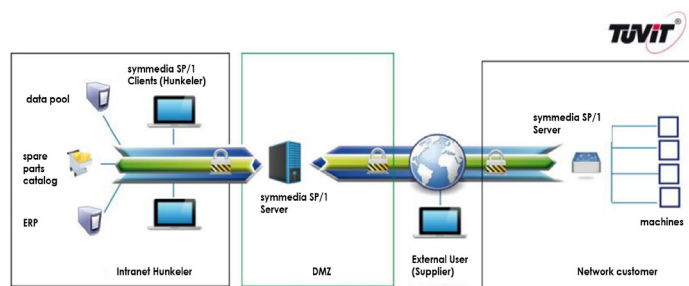


Expert network:

Simply pressing the Help button is all you need to request the services of a Remote Center specialist who supports you as if he was on site. He can draw upon the knowledge of other specialists in our pool of experts, working with your own staff to find the fastest possible solution to any problem.

System security:

When you press the Help button, at the same time you allow online access to your machine. But our system security means much more. Modern security technology makes it possible for you to benefit from a wide range of Hunkeler security services.



Remote platform access

- Only authorized technicians have access to your machines.
- All activities are logged to ensure total transparency.
- The latest security technologies make it possible for you to maintain control over your machine at all times.
- The platform checks the online connection.



Access monitoring – @live test



Highest level of security



Worldwide network of experts



Support from specialists

User support:

When an unusual situation arises in your daily operations, our Remote Assist specialists support you in the analysis of problems and events. Hunkeler Remote Assist is available to answer all your questions and handle all events.

Remote Assist specialists

support you:

- in the analysis of configuration parameters
- in setting up job parameters
- in identifying needed spare parts

Operation support



... saves time and money

Setup support:

Our Setup Service establishes a link into your machine from the first online connection onward. This ensures that we can provide support during its entire service life.

Hunkeler Remote Assist makes it possible to back up the system on a regular basis and not just on the first day.

Reports:

Reports for every Remote Service activity give you full transparency as if the service technician was on site.

Hunkeler Remote Assist is the way to modernize operational support and ensure the optimal operation of your production systems.

- A pool of experts helps you save time and money in your daily operations.
- You can use these new services for normal operations thanks to the latest secure remote processes.
- You can reduce maintenance costs and shorten downtime.

We know that your investments and corporate goals must be targeted to keep you competitive. No matter how extensive your maintenance program is, Hunkeler Remote Assist supports you and your maintenance personnel:

- running costs are reduced
- productivity and machine uptime are increased

*With Remote Assist
you have a Hunkeler expert
at your side
at all times!*



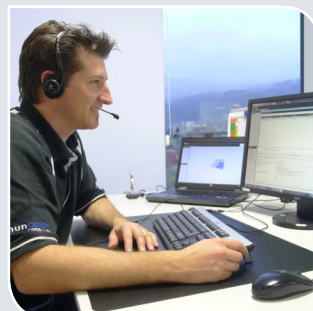
10 hours/year support included



Problem analysis



Setup support



Support through a Conference Center

Reaching the summit together



Digital: developed to meet specific needs: Solutions from Hunkeler for pre- and post-digital printing are available for almost any imaginable application. Publishing applications for small to medium runs, computer centers, transactional and transpromo, security printing or creative direct mailing: we have high quality solutions for all of these applications. A small sample of the larger range of our potential end products are shown in this brochure.

Validated with all major printing presses.

**All solutions and technical data subject to change. Performance depends on running configuration, application, and substrates (paper). Technical data will change with different running configurations like bypassing a module, different non Hunkeler post-finishing solutions, etc.*



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