

Syntegon Service.



Keeping Promises

Every day, over 1,200 dedicated experts are working hard to improve the productivity, safety and sustainability of our customers' operations. We're passionate about living up to the expectations of the world around us and that passion imbues everything we do: how we serve customers, our approach to quality and our dedication to keep our promises. Because that way, you can keep yours.

Service Agreements

We have packaged our service offering into Service Agreements. Our 7 levels are packed with risk reduction, peace of mind and ultimately value.

- We support you with standardized packages from inspection to guaranteed production performance of your machines
- Together we minimize production risks
- We plan ahead and predict your costs
- We simplify complex processes
- All levels are available at a fixed price and can be customized with additional services

Digital Solutions

Our cloud-based solution Synexio collects, evaluates and visualizes machine and production data. It enables you to:

- Collaborate with us to analyze and interpret machine data to identify improvement potential
- View current and historical machine performance anytime and anywhere
- Reduce waste and have a clear understanding of energy usage for your environmental initiatives
- Better schedule operations and tasks for improved performance

Parts

- We provide you with original parts and part kits to ensure long-term performance of your equipment
- Using our E-Portal, you benefit 24/7 from up-to-date information on our parts including prices, availability, and delivery times
- We help you keep track of your parts inventory through regular updates on obsolete parts and follow-up material

Maintenance

- Professional maintenance optimizes and safeguards the performance of your equipment
- More than 350 field service engineers all over the world support you with both planned and unplanned maintenance activities
- We recommend planning ahead to save costs and prevent unexpected downtimes

Technical Support

- Our global network of field service engineers helps you keep your machines in perfect working order and reduce downtimes to an absolute minimum
- We are by your side when immediate action to restore your equipment to proper operation is required
- When traveling is not an option, we have you covered with our helpline and remote services

Modernizations

- We offer you comprehensive modernization solutions to ensure your equipment consistently delivers peak performance, while complying with current safety regulations
- Our upgrades range from standardized technical upgrades to complex Engineer-to-Order (ETO) solutions, which are fully customized
- We support you from project planning and evaluation, right through to the installation and commissioning of your upgrades

Training

- Our Blended Learning Journey combines traditional training formats and new e-learning concepts
- We provide a variety of online and on-site training solutions. Our services range from live hands-on sessions to web-based training courses and work instructions accessible 24/7 on our learning platform
- We empower you with both trainer-led and on-demand learning offerings from the onboarding to the operation phase

Expert Services

- Our services include performance optimizations such as technical audits and stock optimization concepts, as well as sustainability optimization ranging from future-proof packaging materials to energy consumption
- Our dedicated experts are happy to advise you from the initial idea to the finished products and services
- Together, we analyze your requirements to develop solutions that perfectly fit your needs



For further information, please visit our website
www.syntegon.com/services