

Success and Security  
for the Labelprinter.

**gallus**

# Gallus Services

The decisive added value.

[www.gallus-group.com](http://www.gallus-group.com)

Member of the Heidelberg Group

# Heidelberg and Gallus: a strong network with worldwide know-how.

The merger with Heidelberger Druckmaschinen AG offers Gallus customers numerous possibilities within a comprehensive and optimally organised support network.

## Gallus sales and service structure

2014 saw the complete integration of the Gallus Group in Heidelberger Druckmaschinen AG (Heidelberg). The synergies created by this takeover are of particular benefit to the sales and service activities of the Gallus Group, as they mean almost unlimited access to the worldwide network of the Heidelberg Group. Through the combination of the Gallus product specialists' know-how and the comprehensive support provided by the Heidelberg Sales and Service Units (SSUs), the Gallus team is in a position to constantly expand and improve its service and support activities. The support is provided by the local service units. A shared linguistic and cultural environment guarantees a high level of reactivity whenever assistance is required.



## Heidelberg's competences are your assets.

- ✓ 3,000 service experts worldwide
- ✓ The largest service network in the printing sector with more than 250 branches in 170 countries
- ✓ Global 24-hour delivery of original parts

## A new service offer

Thanks to the merger with Heidelberg, Gallus customers benefit from a new digital service offer. These include the Heidelberg Assistant, Gallus mCall and the just-in-time delivery of original spare parts and printing accessories from the Heidelberg World Logistics Centres (WLC). These service activities contribute to increasing machine availability to the maximum and thus ensuring the competitiveness of our customers. Furthermore, the new processes lead to enhanced transparency and efficiency in the service flows.

## Advantages at a glance:

- Performance through the worldwide Heidelberg Sales & Service Units (SSUs)
- Access to IT resources and innovations (big data, analytics, CRM)
- Expanded capacity for optimum customer care
- 1st level support in the local language and culture
- Quick communication channels (no time difference)
- Quick delivery times from the Heidelberg WLC (World Logistics Centres)
- Access to the Heidelberg worldwide research and innovation network

## Gallus Services go digital

The digital world and the Internet of Things have changed our working and living environment. Through the merger with Heidelberg, Gallus will now be in a position to offer its customers a new range of digital services and thus to enhance the performance of the Gallus machine systems considerably. The Heidelberg Assistant is based on a combination of big data and centralised analytical and predictive logic. After an online comparison of machine data in real time, the optimisation potential is presented to the customer. In addition, unprecedented online support provides early information concerning forthcoming services and guarantees the best possible machine availability.

### The Heidelberg Assistant

Thanks to highly reliable prognoses, the Heidelberg Assistant avoids unforeseen downtimes and facilitates an effective, proactive replacement of wear parts. Machine downtimes can thus be reduced to a minimum while unplanned repairs are identified at an early stage. The result is appropriate maintenance at the right time. If an unforeseen problem occurs, support tickets can also be recorded via the Heidelberg Assistant the status of which can be consulted at any time. Furthermore, the Heidelberg Assistant facilitates the creation of tickets and planning for maintenance and repair operations.

Other functions of the Assistant include providing training courses, together with the accompanying documents, as well as consulting services and service contracts. It also provides access to the Heidelberg online store and the personal customer archive via which invoices, contracts and software licences can be called up.



### Gallus mCall

All relevant data reach the help desk in compressed form by means of support tickets, which are simple to activate via the HMI. This means that laborious mailing operations are a thing of the past. Even telephone calls can be replaced in the first instance. Because cases can be handled precisely from the very outset, the need for additional information is reduced, thereby effectively shortening the reaction time.

# The Gallus service portfolio: customer-orientation creates value added.

Gallus customers receive much more than a printing machine. They benefit from a reliable and competent partner that combines an outstanding, comprehensive service package with the advantages of an international network.



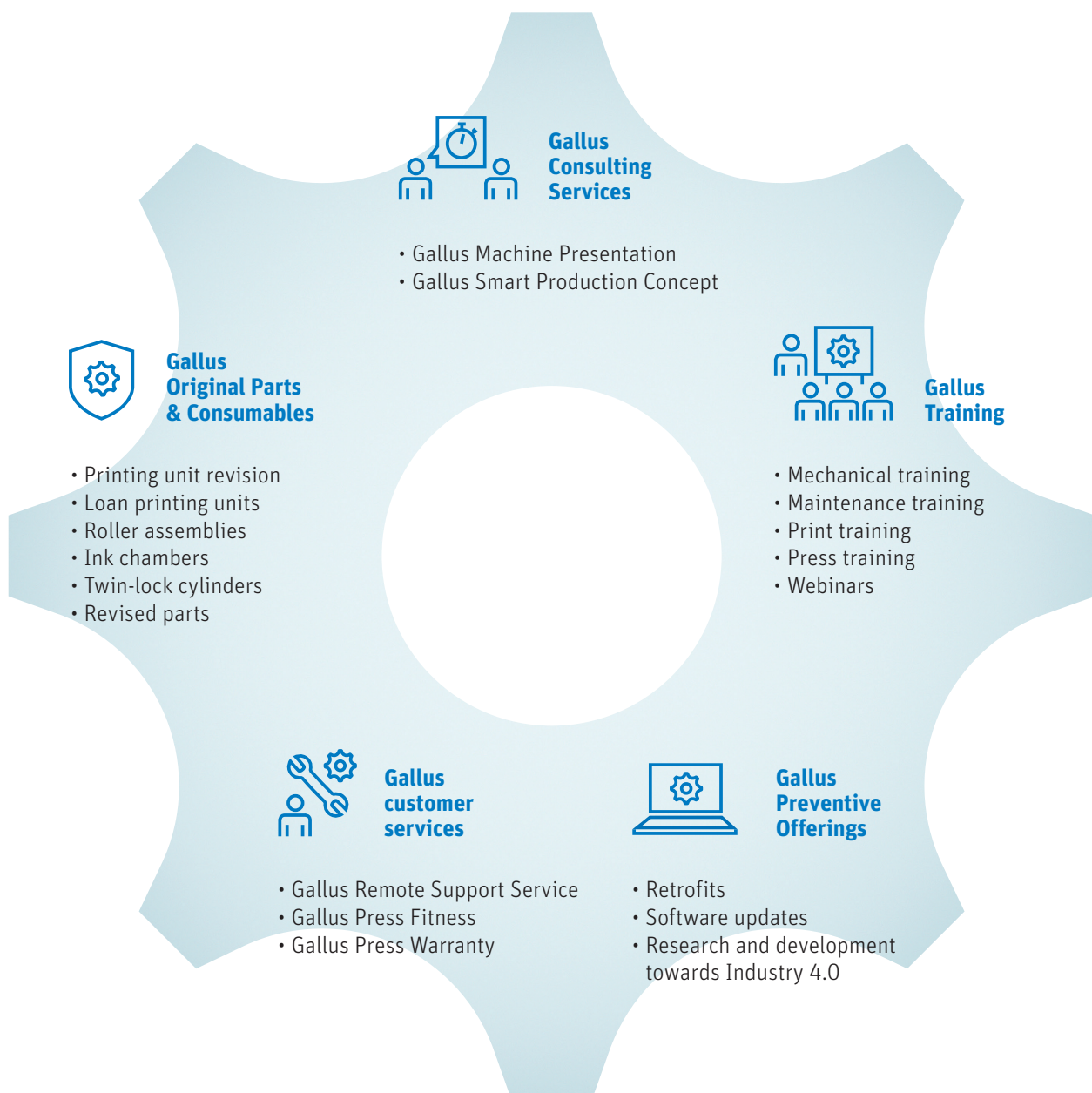
## **Optimum customer care worldwide**

The declared goal of Gallus is to ensure the lasting success and production of its customers. The group achieves this goal by means of a unique service portfolio which it can offer thanks to a resolute focus on customer value, the continuing development of the machine systems and the extensive benefits of the Heidelberg service network. Gallus customers can rely on a competent, committed and thoughtful partner who accompanies it from the very first process step of the print order to the further processing of the finished product.

## **Our mission – service excellence**

The mission of the Gallus group is to provide service excellence through outstanding performance, individual services offering value added and an uncompromising focus on the customer.

The Gallus service portfolio is divided into five areas geared towards maximum success and the greatest possible safety for Gallus customers. These areas constantly interact with one another.





# Gallus Consulting Services: competitive advantages through process efficiency.

Gallus never loses sight of the overall production process. A competent team shows how to use application potential effectively and make savings. To this end, the tailor-made service is always geared towards individual customer needs.



## **Take advantage of specialised know-how**

The Gallus team consists of qualified print technicians specialising in different focus areas. These range from process optimisation through the extension of the printing and procedural possibilities of Gallus printing machines to application tests and special developments. Gallus advises its customers with regard to the use of new technologies and shows how the innovation potential of Gallus printing machines gives rise to decisive competitive advantages.

## **Make savings**

Efficient use of a Gallus printing machine, including the time-critical set-up process, is generally rewarded by considerable savings. Saving only two minutes per printing unit in the set-up process leads to savings of up to 50 minutes a day in the event of three order changes. For 8 printing units operating for 250 days a year, the total time saved is more than 200 hours. The Gallus specialists help you to identify such possible savings and suggest tangible measures designed to harness this potential. The reduction of throughput times and waste are taken into account, along with an optimised print speed.

## **Experience as a key factor**

Every member of the Gallus consulting team is outstandingly well educated, qualified and trained to handle demanding consulting projects. Customers benefit from the long-standing service experience of qualified and specialised print workers.



## Gallus Machine Presentations

### Standard machine presentations

Within the framework of a one-day demonstration at the Gallus Demo Centre, customers are given an insight into the multi-faceted possibilities offered by Gallus printing machines. Using practical examples from the Gallus job portfolio, Gallus print technicians share their expert know-how with the participants and show them how to convince end customers of the quality characteristics of the production machines deployed.

### Customised machine presentations

Individually tailored machine demonstrations, either at the Gallus Print Media Centre Label or on the customer's premises, offer the possibility of evaluating the tasks to be carried out and developing the most appropriate solutions together. This enables customers to broaden their knowledge of a wide range of combination printing process technologies using Gallus printing machines and to learn more about which consumables are best-suited to their machines.

## Gallus Smart Production Concept

This offer is ideal when the focus is not only on the quality of the print products but also on sustainable process optimisation in terms of work preparation, machine set-up and production.

1. Following a comprehensive analysis of the initial situation, Gallus specialists identify potential for improvement and present the implementation measures using a roadmap.
2. Customers receive specific instructions on how to obtain the optimum print-job performance from the Gallus printing machines in order to improve printing quality while effectively reducing energy costs and waste.
3. Furthermore, Gallus customers are ensured the necessary levels of safety when operating the machines in order to maximise their potential.



# Gallus Training: purposeful expansion of knowledge.

The specialist know-how of the operating and maintenance personnel is paramount to productivity and quality. With tailor-made training models, Gallus promotes the safe and efficient handling of Gallus machine systems.



## Valuable expertise

In every company, there is a certain turnover rate. With every employee that leaves the company, valuable know-how is lost. The continuous and institutionalised development and expansion of knowledge is therefore of the utmost importance for successful implementation. The “learning by doing” method is often called on. There are nevertheless variants which are far more efficient in terms of time and costs.

## Expand knowledge sustainably

With the Gallus training concepts, customers benefit from a transfer of know-how perfectly adapted to their needs and their state of knowledge. For example, this enables them to identify print-related challenges more quickly and to address them actively. Furthermore, it is easier for the technical staff to adapt different print processes to one another and to use them in the daily work environment. Best practice experiences also contribute to this. Furthermore, thanks to its training concepts, Gallus ensures professional handling of the machines, ultimately reflected in an improved performance of the machines and increased productivity.

## Gallus training expertise

The worldwide presence of Gallus is organised in close cooperation with decentralised sales and service partners. Remaining at the very forefront of the profession requires a very high level of training activities. Gallus uses its training expertise to convey both technical and user-oriented knowledge effectively to the customers.





## Machine technology

A whole range of training courses is available concerning mechanical issues and appropriate maintenance.

### **Mechanical training**

Customer-specific training courses provide customers with the opportunity to evaluate individual mechanical problems, for example concerning a printing station inspection, together with the experienced Gallus technicians and to implement this by practical example. In addition to comprehensive support material, the participants receive a certificate.

### **Maintenance training**

Maintenance training courses are particularly intended for in-house technicians and are provided in the form of on-the-job training courses on the customer's premises. The focus here is on clarifying specific issues and ensuring a sustainable transfer of know-how. This lays a solid foundation for regular and professional in-house maintenance which helps to reduce maintenance costs quite noticeably.

## Application technology

Gallus provides procedural training courses, such as print training and process optimisation, as well as basic seminars on printing processes such as flexographic printing and screen printing.

### **Print training**

The theoretical courses lasting several days provide both basic and specialised knowledge relating to the different printing processes such as flexographic printing and screen printing. The individual course modules present the customers with specific measures through which print runs and quality can be optimised in order to achieve the best-possible results.

### **Press training**

Through its printing machines training courses organised on the customer's premises, Gallus provides essential know-how relating to the machine. The customer acquires the necessary safety to ensure professional use of the machines through the consistent consolidation of in-depth knowledge concerning machine configuration, consumables and processes. The on-site print-related training courses also provide the opportunity to address individual problems and to develop customer-specific solutions together.

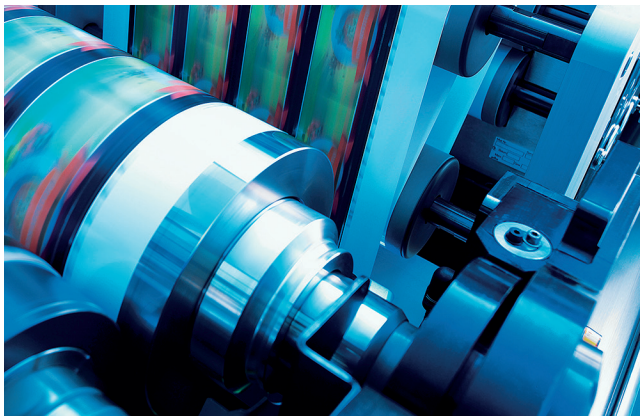
### **Webinars**

Through its online e-learning programmes, Gallus provides expert print-related know-how relating to selected print processes. Different challenges and the corresponding solutions are illustrated using specific practical examples. Customers benefit from the extensive experience of Gallus specialists with regard to optimising different print processes.



# Gallus Original Parts & Consumables: the original guarantees safety.

Small causes often have major impacts. A faulty sensor, for example, reduces the speed of the machine or even leads to a complete stoppage. Gallus original parts guarantee reliability, maximise availability and reduce maintenance costs. For optimum functionality and high printing quality.



**Original parts for safety, reliability and performance**  
Day in day out, a great deal of strain is placed on the mechanical and electrical components of a printing machine. When replacing them, it is advisable to call on original parts as these are perfectly adapted to the respective models and provide the same quality as the original components. Original parts are therefore the best solution to maintain or even improve the safety, reliability and performance of a machine.

**Maximum value retention and appreciation**  
No one is better placed to evaluate the use and design of a part than the engineer who developed it. It is not for nothing, then, that original parts guarantee that Gallus printing machines retain their value. Furthermore, using constantly improved Gallus original parts opens up new potential, thereby increasing the value of the printing machines.

**Decentralised service logistics for short delivery times**  
Gallus constantly strives to optimise its service logistics in order to supply its customers worldwide with replacement parts quickly and simply. To this end, Gallus operates central service parts warehouses in Germany and Switzerland as well as decentralised warehouses carrying service parts selected in accordance with the respective machine populations on every continent. Gallus can also stock parts in the World Logistics Centre of the global market leader, Heidelberg, in order to ensure minimum delivery times.

**Original Gallus parts**  
Uncompromising quality profiles both in assembly and for our suppliers ensure customers can rely on system-tested quality - whether integrating individual parts or complete bought-in units into machine systems.

**Printing accessories & consumables**  
Gallus's role as a partner for label printers is rounded off by a portfolio of printing accessories and consumables that have been carefully tailored to specific applications. The highly qualified Gallus printer team ensures that Gallus presses and printing accessories are perfectly coordinated to deliver the optimum production conditions. Our in-house printing technology team also puts our partners and the many new products to the test to check that they satisfy the Gallus quality standard.



#### **Printing unit revision**

Gallus offers its customers a partial or complete revision of their printing units. In addition to a thorough cleaning of the station and rollers, the services also include a comprehensive inspection of the mechanical components. During this process, small parts are replaced by original parts. These carry a six-month warranty provided by Gallus. This means that the printing quality is guaranteed in the long term. To ensure uninterrupted operation during the inspection, loan printing units are made available.

#### **Loan printing units**

Customers who perform the maintenance of their printing units themselves can, on request, obtain loan printing units simply and cost-effectively. These guarantee up-times for maximum reliability and seamless operation of the machines. In this context, Gallus assumes responsibility for the complete coordination with the customer, including delivering, recovering and servicing the loan printing units.

#### **Roller assembly**

Gallus provides its customers with an overhaul of the complete roller assemblies of offset printing units with the Gallus TCS 250 and Gallus RCS 330/430 machine systems. To ensure that this overhaul causes only a short interruption in production, the rollers can be swapped for replacement Gallus roller assemblies. While Gallus specialists conduct a general overhaul of the customer's rollers, the customer continues production using the replacement rollers. Once the rollers have been checked and overhauled by Gallus, they are swapped in for the replacement rollers.

#### **Ink chambers**

Ink chambers with an optimised design are available for the machine systems ECS 340, RCS 430/430R2, RCS 330 and EMS. These ink chambers are designed for high print speeds and clearly reduce the formation of foam and ink spitting. This ensures optimum ink transfer to the anilox rolls. Furthermore, the use of the improved ink chambers greatly reduces the necessary filling quantity, thereby reducing ink consumption costs.

#### **Twin-lock cylinders**

With the special Twin-lock surface quality, printing plates can be mounted several times without double-sided adhesive. The self-adhesive power of the sleeve is reactivated after simple cleaning. This is possible thanks in particular to the adhesive property of the special polymer used to produce the Twin-lock printing cylinder.

#### **R parts**

Subject to availability, Gallus customers can purchase revised replacement parts from an existing machine pool. After being overhauled by experts, these are in mint condition and come with a six-month warranty.



# Gallus Customer Services: maximum productivity with individual service packages.

The availability of a printing machine is a key factor of production. Modular service activities ensure optimum productivity of all Gallus machine systems. Tailor-made offers support time-critical production, optimise work processes and reduce production costs.



## Indirect maintenance costs place a strain on the budget

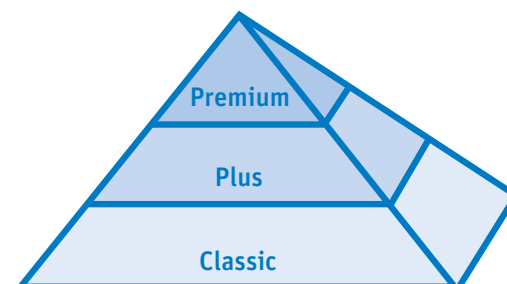
Often, annual machine maintenance budgets only cover direct maintenance costs incurred for personnel hours and necessary wear and replacement parts. In the meantime, the impact of indirect maintenance costs is, for the most part, ignored. Machine downtime, personnel deployment, reduced machine speeds, reduced printing quality and the resulting increase in waste can quickly exhaust the maintenance budget. For the label printer, it is therefore important to take the most proactive measures possible against the potential sources of indirect maintenance costs.

## Customer needs are our core concern

When reducing indirect maintenance costs, it must be taken into consideration that the production environments in label print plants can differ considerably. The external support needs are therefore also different. The requirements made of Gallus Services vary according to the machine pool and the company's own specialists. For two- and three-shift operations, for example, availability at night and at weekends plays a key role.

## Modular support for minimum maintenance costs

The flexible Gallus full-service support is based on several modules which can be freely combined and tailored to the individual production conditions. Each module is divided into the Classic, Plus and Premium service levels and is scalable as required. Each variant includes quick, personal, committed and forward-looking care provided through the global Gallus service network.



The Classic, Plus or Premium service levels can be chosen for every module.



## Gallus Remote Support Service

With this service module, Gallus guarantees quick and simple handling of production difficulties and uses a range of services which perfectly complement each other. These include the personal handling of incidents by the help desk coordination unit, a detailed problem analysis and telephone assistance. Most problems can be resolved quickly by remote means. Where necessary, individual part orders and field technique operations are triggered directly. If a problem occurs, customers can always rely on quick support from qualified technicians. This not only minimises downtimes but also reduces costs that would usually be incurred for field visits.

## Gallus Press Fitness

This service module focuses on preventive maintenance of Gallus machine systems. With the fitness checks, the condition of the printing machines is checked at regular intervals. The customer then receives a report indicating the results and recommendations concerning the parts to be replaced and any maintenance work required. A predictive inspection enables the Gallus specialists to identify potential weaknesses at an early stage and to prevent downtimes reliably.

## Gallus Press Warranty

The press warranty service module includes a warranty extension for parts at different levels.

### **Classic service level**

This service level includes the free replacement of parts (excl. wear parts) for maintenance and repair purposes.

### **Plus service level**

This level builds on the Classic service level and includes the corresponding services. Parts installation is also included, as defined in the fitness check list of measures.

### **Premium service level**

The Premium level includes all the services of the Classic and Plus levels. This service level also covers the replacement of parts at any time (excl. wear parts) as well as the associated service call – even in unforeseen cases.



# Gallus Preventive Offerings: take advantage of product improvements and innovative developments.

The continuous development of printing machines with their integral components by the Gallus research and development department opens new perspectives. The use of Gallus innovations and product improvements increases machine availability, enhances performance and exploits potential in line with digital progress.



## **Growing challenges**

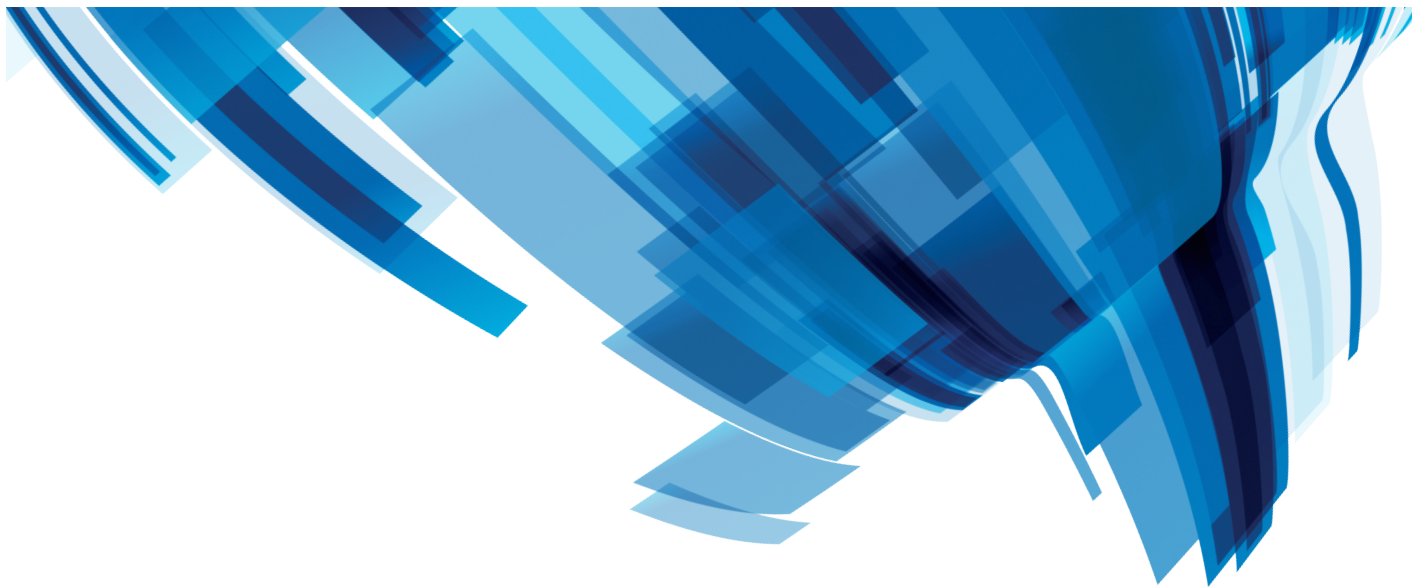
To remain competitive in the long run, customers must produce goods increasingly quickly, cost-effectively and individually. This requires both as high a degree of reliability as possible and the smart use of modern technologies with a view to optimising the efficiency of processes and print quality while maximising output.

## **The currentness of the systems is decisive**

Remaining at the cutting edge of technology is of the utmost importance in order to take the best possible preventive measures to avoid downtimes while taking advantage of innovations. Mechanical components and machine software must always be state-of-the-art in order to preserve the value of the system and ensure its durability. In particular, constantly updating new machine models to the latest software version offers huge potential, because IoT, the Smart Factory and Industry 4.0 are no longer in the realms of fiction, but have long been a reality.

## **Ongoing development creates value added**

To enable Gallus printing machines to remain at the cutting edge of technology, feedback is collected from Gallus customers and incorporated into the ongoing development. Furthermore, Gallus development engineers constantly work on integrating new technological possibilities into existing machine systems. This results in updates which enable customers to remain at the forefront of technological developments. Thanks to the link with the Heidelberg global research and development network, customers can also benefit from innovations moving towards to the Smart Factory.



### **Retrofits**

Gallus constantly develops its machine systems in order to enhance their performance levels and optimise the components with regard to safety, durability and efficiency. This research and development work gives rise to a range of new, contemporary, technological developments upgrading existing printing machines to the state-of-the-art. Customers benefit from this modernisation and the associated increase in productivity while the service life of the machines is extended. Gallus provides customers with thoughtful and dedicated accompaniment when replacing the components concerned – from delivery through installation to customer service.

### **Software updates**

The drive machine software is the heart and soul of the Gallus machine systems. It fits seamlessly into the automation system and, together with the control, visualisation, safety technology and machine communication, forms a complete system solution designed to remain as up-to-date as possible. To gear the drive technology as well as possible to the customers' needs while using state-of-the-art technologies, applications and features, Gallus constantly strives to optimise the machine software. As soon as a new version is available, customers can obtain the updates and benefit from the new developments.

### **Research and development towards Industry 4.0**

Gallus focusses on developing the machine software to provide a smart connection between the virtual and real worlds. In line with Industry 4.0, an efficient and intelligently networked production environment, or Smart Factory, should be created. With a view to developing innovative machine concepts, Gallus works on a number of different projects with market leaders in order to implement components such as the optimum presentation of use of machine and performance data or the M2M communication in line with market requirements. Solutions are therefore developed in close cooperation with customers which bring key concepts, such as Industry 4.0, digital transformation and big data, to life and generate tangible value added for customers.



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