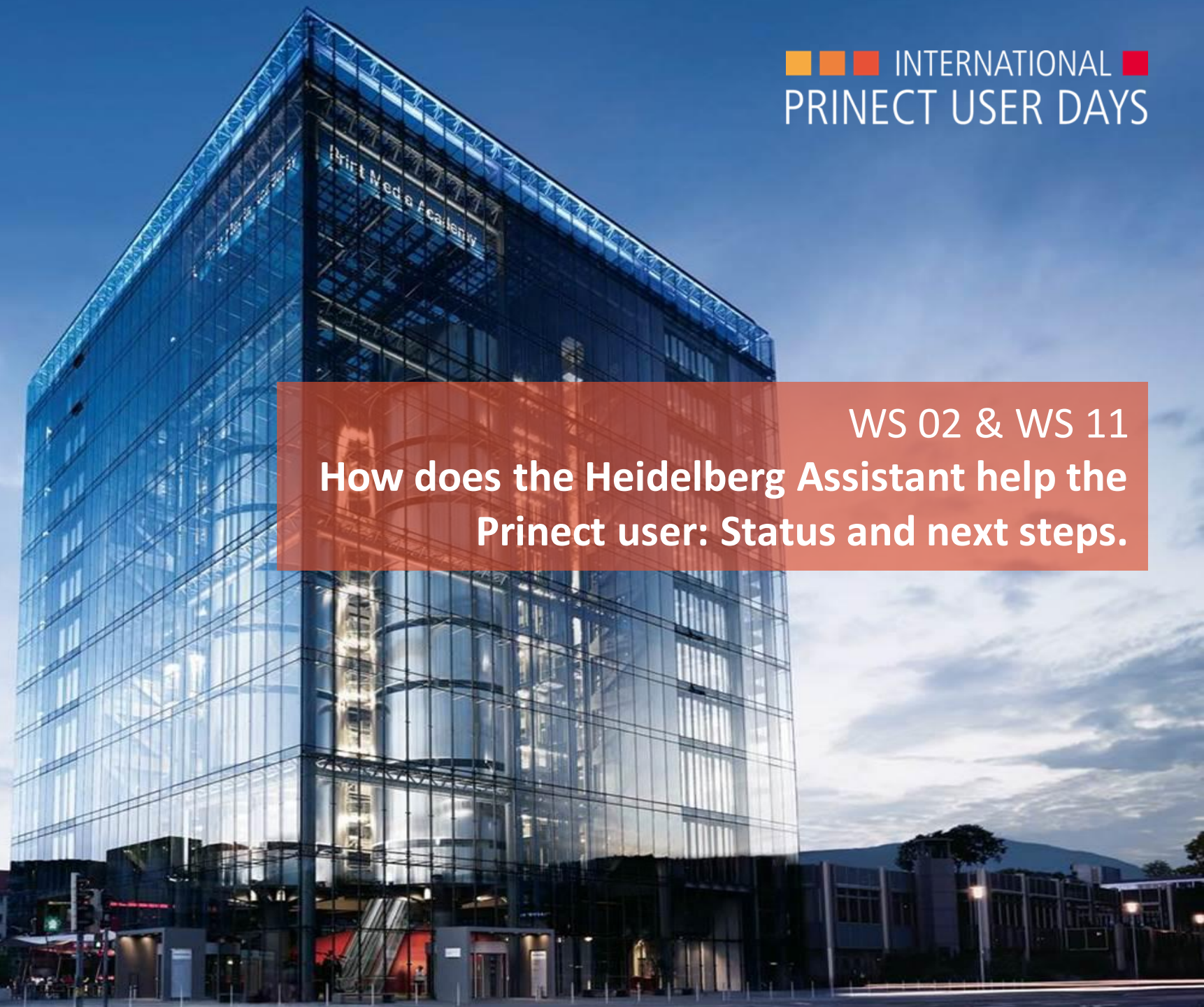


WS 02 & WS 11  
How does the Heidelberg Assistant help the  
Prinect user: Status and next steps.





■ ■ ■ Torben Baptist ■

How does the HDA help the Prinect User?

**A new way of printing.**

What is the Heidelberg Assistant?

The Heidelberg Assistant & Prinect.

Who can use the Heidelberg Assistant?

What new functions are planned?

WORKSHOP

02



■ ■ ■ Torben Baptist ■

How does the HDA help the Prinect User?

**A new way of printing.**

What is the Heidelberg Assistant?

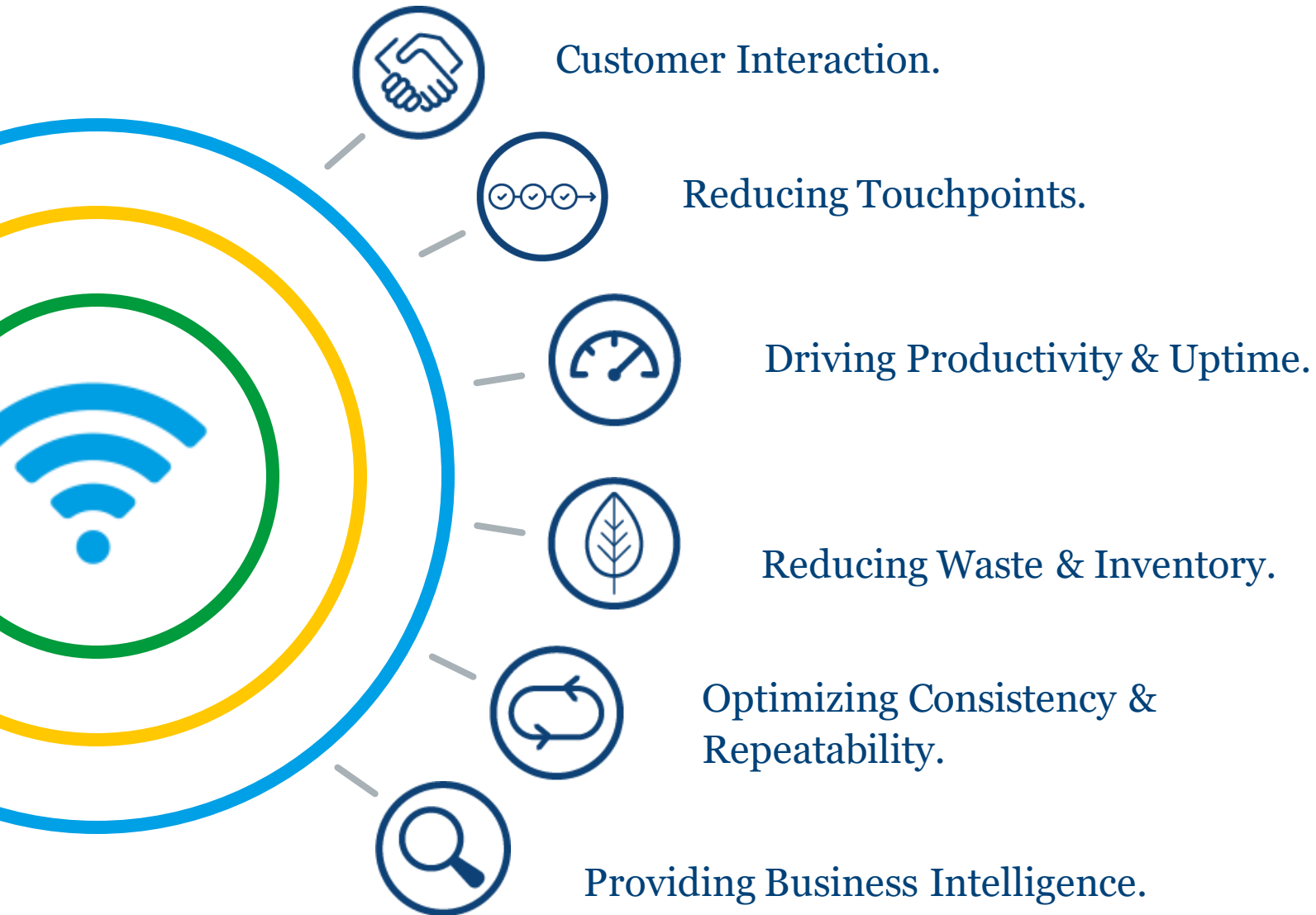
The Heidelberg Assistant & Prinect.

Who can use the Heidelberg Assistant?

What new functions are planned?

**WORKSHOP**

**11**





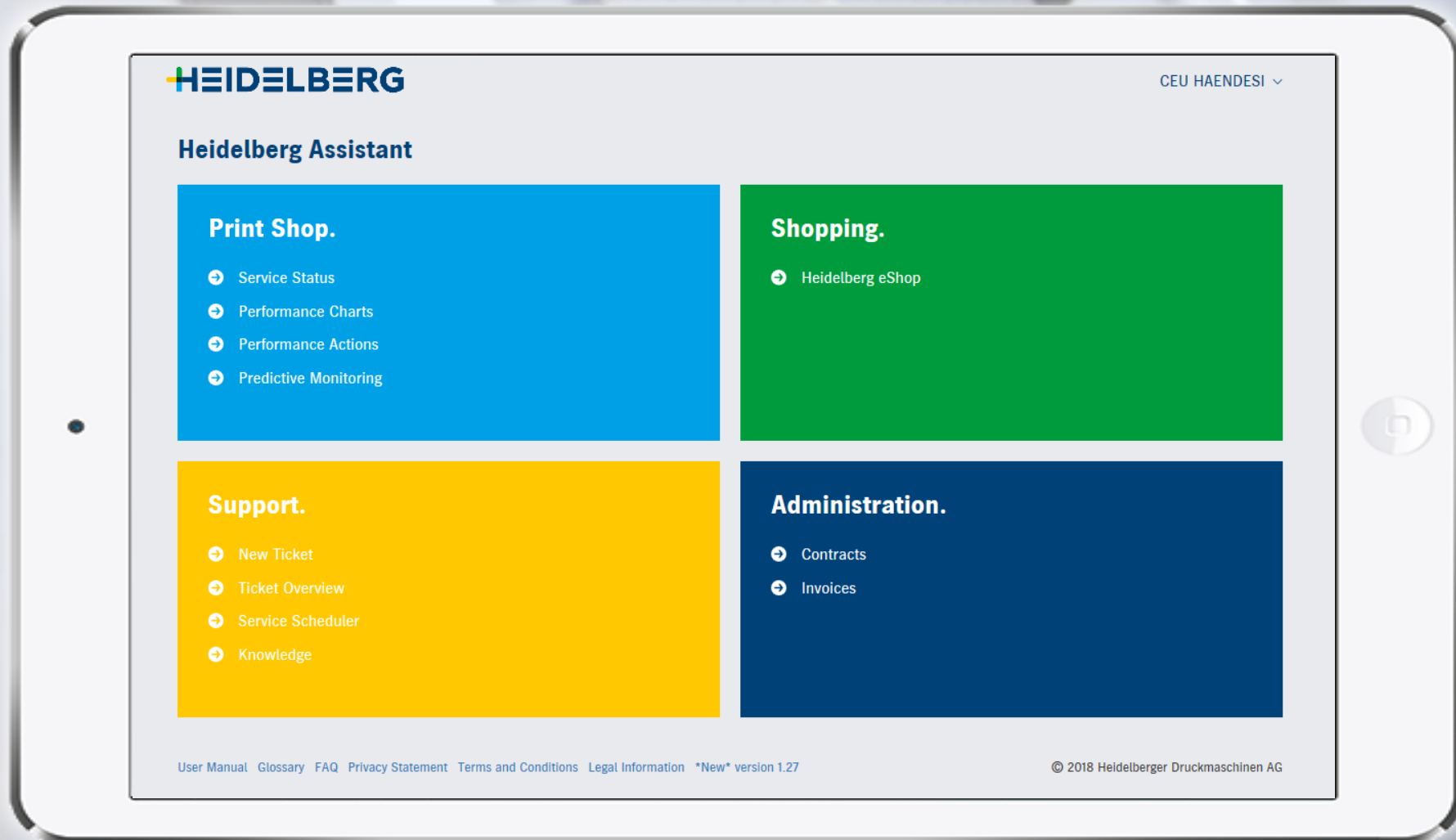




# What is the Heidelberg Assistant?



# Heidelberg Assistant. The whole print shop at a glance.





# The Heidelberg Cloud: the largest PMI database. Big Data & real-time transactions.

>10,000 machines +  
15,000 Prinect Module  
connected

250,000 service reports pa  
~1,000 knowledge articles pa



## Big Data-Services

- Predictive Monitoring
- Performance Services

## Real-time Services

- eCall®
- Netprofiler

Heidelberg Assistant gives personal access for Heidelberg customers:  
→ expert know-how at your fingertips.  
→ transparency about availability and performance of your print shop.



# Heidelberg Assistant.

## Scalable platform with an impressive initial roll out.

Platform capabilities	Applications	Users
<ul style="list-style-type: none"><li>A. Multi-Site customer support</li><li>B. User &amp; rights concept incl. sub accounts</li><li>C. Notification system</li><li>D. In-App shopping</li><li>E. Installed Base maintenance</li><li>F. Responsive UX design</li><li>G. Simplified internationalization</li><li>H. IT Security, Performance, Scalability</li></ul>	<ul style="list-style-type: none"><li>1. Knowledge Base</li><li>2. Smart eShop</li><li>3. Service Notification Process</li><li>4. Service Scheduler</li><li>5. Prinect Updates</li><li>6. Predictive Monitoring</li><li>7. Performance Services</li><li>8. Contract Management</li><li>9. Invoice Overview</li></ul>	<p>4 countries: USA and Canada, Germany and Switzerland</p> <p>36 customers</p>



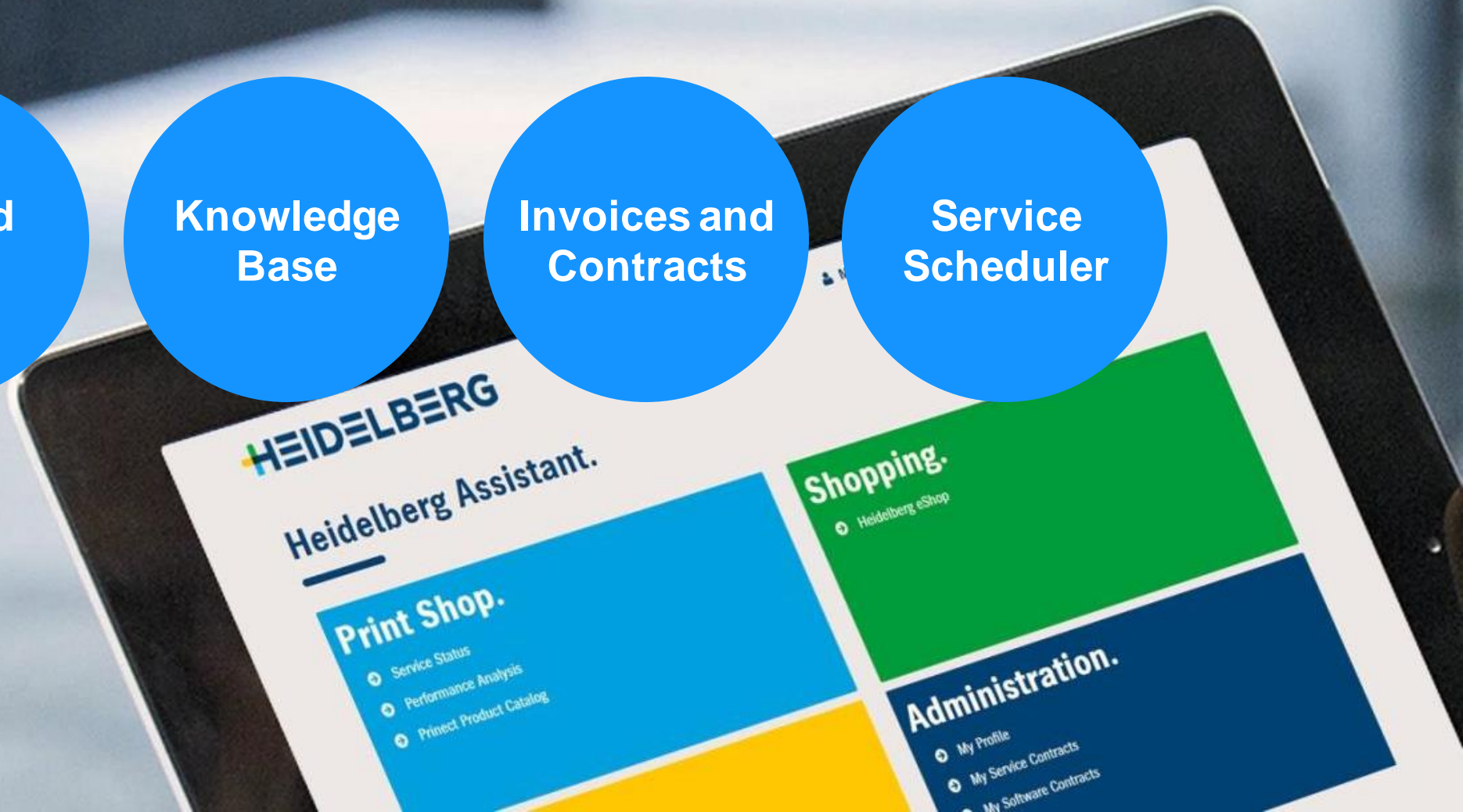
# Heidelberg Assistant. This is what you can expect today.

**Installed  
Base**

**Knowledge  
Base**

**Invoices and  
Contracts**

**Service  
Scheduler**





Live  
demonstration.



# Heidelberg Assistant Applications. Installed base & service status.

HEIDELBERG Print Shop Selection CEU HAENDESI

### Print Shop Overview

Workflow Prepress Press Postpress

Status ok Service ticket open

HEIDELBERG Print Shop Selection HAENDESI

### Press Room overview

Sheetfed offset Third party products

Model	Serial number	Year of manufacturing	Impression count	Status
XL 106-8-P	[redacted]	2016	48,278,691	OK
XL 145-4	[redacted]	2009	112,752,957	OK
XL 162-4+L	[redacted]	2011	120,895,788	Warning
XL 162-4+L	[redacted]	2011	124,084,071	OK
XL 162-8-P	[redacted]	2011	162,164,160	OK

HEIDELBERG Print Shop Selection HAENDESI

upload picture

Performance Plus Predictive Monitoring Service tickets Service scheduler Contracts Heidelberg eShop

Nickname [redacted]  
Serial number [redacted]  
Year of manufacturing 2013  
Installation date 1/24/2014  
Impression count 124,432,422  
Description XL 106-6+LYYL  
Location KK-BI  
Comments [redacted]  
Attachment [redacted]

Drop files here to attach them  
Select files  
Cancel Save

- All categories.
- Third-party equipment to be created by customer.
- Nickname, location, comments.
- Link to all services.
- Customized equipment picture.





# Heidelberg Assistant Applications. Contracts.

HEIDELBERG Print Shop Selection CEU HAENDESI

### Contracts

Equipment/software ( 108 )

Export to Excel

Category	Equipment/software	Contract description	Contract number	Contract start	Contract end	Status
Press	XL 106-8-P 18k	Serviceteileversorgung		8/14/2017	8/13/2019	Contract active
Workflow	Prinect Signa Station	Softwarewartung Prinect Abo		10/26/2009	12/31/9999	Contract active
Workflow	Prinect Integration	Softwarewartung Prinect Abo		3/1/2014	12/31/9999	Contract active
Workflow	Prinect Pressroom	Softwarewartung Prinect Abo		3/1/2014	12/31/9999	Contract active
Workflow	Prinect Signa Station	Softwarewartung Prinect Abo		10/26/2009	12/31/9999	Contract active
Workflow	Prinect Site	Softwarewartung Prinect Abo		3/1/2015	1/1/2999	Contract active
Press	XL 162-	Maschinenwartung/Di...		9/19/2017	9/18/2019	Contract active
Press	XI 162-	Reparaturen/Sanierarbei...		9/19/2017	9/18/2019	Contract active

Contract active Contract will expire soon Contract has expired

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HEIDELBERG Print Shop Selection CEU HAENDESI

### Contract #14

Contract description: Serviceteileversorgung

Contract number: [Redacted]

Category: Press

Equipment/software: XL 106-8-P 18k

Contract start: 8/14/2017

Contract end: 8/13/2019

Comments: [Empty text area]

Cancel Save

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→ Contract overview with traffic light symbol when expiration date is close.



# Heidelberg Assistant Applications. Invoices.

**HEIDELBERG** Print Shop Selection CEU HAENDESI

## Invoices

Category	Equipment	Invoice number	Invoice date ↓	Customer order number	Currency	Net value	Gross value	Due date	Status	
Consuma...		18584894...	2/15/2016	12670965...	EUR	519.08	617.71	3/16/2016	!	
Consuma...		18584894...	2/15/2016	12670965...	EUR	11.89	14.15	3/16/2016	!	
Consuma...		23507679...	2/15/2016	12670965...	EUR	11.89	14.15	3/16/2016	!	
Consuma...		18584892...	10/23/2015	12670957...	EUR	1,031.58	1,227.58	11/22/2015	!	PDF Download
Service Maintenance	XL 162-4 (XG000136)	1840182110	10/21/2015	0005023...	EUR	1,612.00	1,918.28	11/20/2015	!	PDF Download
Service Parts		18584886...	10/20/2015	1264661781	EUR	237.84	283.03	11/19/2015	!	PDF Download
Service Parts		18584879...	10/15/2015	12646583...	EUR	385.00	458.15	11/14/2015	!	PDF Download
Service Parts		23507676...	10/6/2015	1264611936	EUR	6.80	8.09	11/5/2015	!	PDF Download
Service Parts		18584862...	10/5/2015	12646497...	EUR	66.82	79.52	11/4/2015	!	PDF Download

1 - 16 of 16 items

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# Heidelberg Assistant Applications. Knowledge Base.

HEIDELBERG Auswahl Druckerel Kerstin Rabbel

## Wissen

Suche

Neueste Artikel

- html | en 22. Nov 2017 >  
**Direct Output**  
Prinect Signa Station  
0 Likes Dieser Artikel gefällt mir
- html | en 22. Nov 2017 >  
**Layout generation**  
Prinect Signa Station  
0 Likes Dieser Artikel gefällt mir
- html | en 22. Nov 2017 >  
**Proofing**  
Prinect Signa Station  
0 Likes Dieser Artikel gefällt mir
- html | en 22. Nov 2017 >  
**Proofing with Adobe Reader**  
Prinect Signa Station  
0 Likes Dieser Artikel gefällt mir
- html | en 22. Nov 2017 >  
**Proofing Using the RIP**  
Prinect Signa Station

HEIDELBERG Auswahl Druckerel Kerstin Rabbel

## Wissen

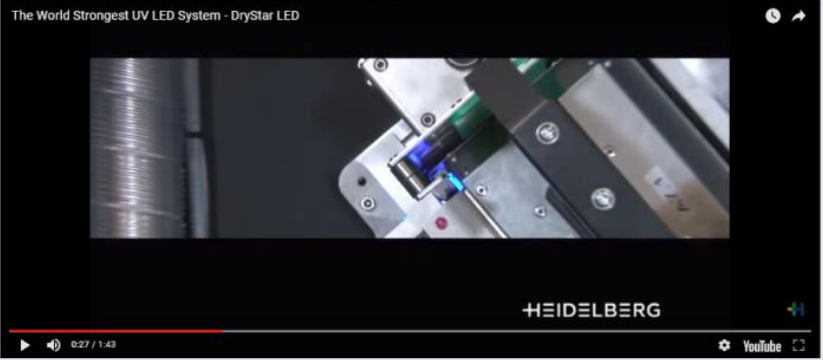
DryStar

1 Search results

- youtube\_video | EN Jul 28, 2015 >  
**The World Strongest UV LED System - DryStar LED**  
0 Likes Like this article

HEIDELBERG Print Shop Selection Winfried Koch

The World Strongest UV LED System - DryStar LED



HEIDELBERG

0:27 / 1:43

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# Heidelberg Assistant Applications.

## Create new service ticket.

The screenshot shows the 'Create new service ticket' form in the Heidelberg Assistant application. The form includes the following fields and controls:

- Equipment/software\***: A dropdown menu with a 'Select an equipment' button.
- Summary\***: A text input field.
- Defect location**: A dropdown menu.
- Description\***: A text input field.
- Preferred date for service call\***: A date and time picker with 'month/day/year' and 'hour:minute AM' sections.
- Failure classification**: A dropdown menu.
- Machine status**: A dropdown menu.
- Attachment**: A dashed box containing the text 'Drop files here to attach them' and a 'Select files' button.
- Buttons**: 'Cancel' and 'Create' buttons at the bottom right.

\*Mandatory field \*Summary and description each at least 10 characters

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- Create new ticket.
- Enter preferred date for service intervention.
- Add attachments.
- Send ticket and get confirmation by e-mail.





# Heidelberg Assistant Applications. Service ticket overview.

HEIDELBERG Print Shop Selection HAENDESI

### Service tickets

New ticket  Equipment/software (2)

Export to Excel  Include closed tickets

Ticket number	Equipment/software	Creation date	Summary	Status	Preferred date for service call*
00550	XL 106-6+L	6/15/2018 12:02 AM	M_Autoplate_error general malfunction	Technically Solved	
00550	XL 106-6+L	6/14/2018 3:40 PM	E_Ecall test	Technically Solved	
00550	XL 106-6+L	6/14/2018 3:27 PM	E_Pinct_e-call icon greyed out	Technically Solved	
00550	XL 106-6+L	6/11/2018 6:27 AM	Lack of water in inking temperature cont	Technically Solved	
00550	XL 106-6+L	6/7/2018 2:22 PM	E_Dryer2_Interdeck_C... leak-Head IST	Planning Started	
00550	XL 106-6+L	6/5/2018 6:04 PM	PCall:E/M_PUG_Plate mounting issues	Technically Solved	
00550	XL 106-6+L	6/5/2018 4:29 PM	E_coalstar compact_has fault FD47 pump 2	Technically Solved	
00550	XL 106-6+L	6/4/2018 7:33 PM	PCall:E/M_Entire Press_Machine stability	Technically Solved	

1 - 35 of 35 items

- See created ticket immediately in the service ticket overview.
- Follow-up status in service ticket detailed view.
- Add further comments in description field or add attachment later.
- Closed tickets can be reopened with the previous data.

HEIDELBERG Print Shop Selection CEU HAENDESI

### Service ticket #00550

Ticket number

Equipment/software

Summary

Creation date

Created by

Created via

Service contact

Description

Add description

Defect location

Status

Preferred date for service call\*

Failure classification

Machine status

Last modified

Attachment

\*Mandatory field \*Summary and description each at least 10 characters



# Heidelberg Assistant Application. Service scheduler to plan own maintenance actions.

HEIDELBERG  
Service scheduler  
Calendar List  
Equipment/software (4) New  
Today May 2018 Day Week Month  
Sunday Monday Tuesday Wednesday Thursday Friday Saturday  
29 [HDM] 30 [HDM] 01 02 03 04 05  
06 07 [HDM] LWI\_Kabelbruch 08 09 10 [HDM] IPC-fahrt [HDM] pCall 12  
13 [HDM] 14 [HDM] HW\_LVG\_760 15 16 17 18 19  
20 [HDM] LWI\_Kabelbruch 21 [HDM] 22 [HDM] 23 24 [HDM] 25 [HDM] 26  
27 [HDM] 28 [HDM] 29 [HDM] 30 31 01 02  
03 [HDM] 04 05 06 07 08 09  
103860 103680 145-6-L 145-6-L

HEIDELBERG  
Service scheduler  
New Equipment/software (21)  
Calendar List  
Export to Excel Show past events  
Equipment Description Ticket number Order number Start End Responsible person Create Event type  
XL 106-4-L (FS... DW3\_Plattenein... 6/13/2018 2:00... 6/13/2018 8:00... Peter Kohleman... Heide... Single  
XL 105-8-P (FS0... DW7\_Schaltheil... 6/14/2018 8:00... 6/14/2018 3:00... Peter Kohleman... Heide... Single

HEIDELBERG  
Service scheduler  
Equipment\* Select an equipment  
Ticket number  
Description\* OFF\_Inpress\_Messung Heißen rot  
All day event  
Start \* 5/29/2018 6:30 AM  
End \* 5/29/2018 12:45 PM  
Repeat no recurrence  
Responsible person  
Comment Reparatur  
Order number  
Date / Time 2018-05-29T18:22:42Z  
Technician  
Report  
Kunde hat seit geraumer Zeit Probleme mit dem InpressControl in Verbindung mit bestimmten Sonderfarben. um den Fehler weiter einzugrenzen die Kollegen Fabian und Weiskopf unterstützt. Hierzu wird ein separater Bericht erstellt, um den Fehler weiter zu bearbeiten müssen die Messbalken demontiert werden und von innen gereinigt werden, dazu ist ein neuer Termin notwendig.  
Cancel Save

- Calendar to schedule maintenance or minor repair work for inhouse technicians.
- Service intervention from Heidelberg automatically scheduled.
- Display of the final report.
- List with all actions with sort and filter function.



# Heidelberg Assistant Application. Notifications. List & Emails.

The screenshot shows the 'Profile' page with 'Notification Settings' selected. It features a table for configuring notification preferences for various events.

	Email	Notification List
<b>Service tickets</b>		
New self-created service ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New service ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Service events</b>		
New service event	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service event modified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Other events</b>		
Server maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Latest updates & features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Buttons: Cancel, Save

→ Get notified about specific events by e-mail or in the notification list on the side-bar.

→ Select your notification settings in the profile.

The screenshot shows a list of notifications with the following details:

- Yesterday**
  - Service interventions for 07/29/2018** (2:00 AM)
    - Icon: Wrench and screwdriver
    - Text: The following service interventions are on on the plan for today: 08:00Versafire CP - New One (X246F510012)
- July 29, 2018**
  - New service task planned on XL 106-6+L: HDA Test Technically Solved** (10:00 PM)
    - Icon: Wrench and screwdriver
    - Text: A new service task was planned: Equipment: XL 106-6+L Summary: HDA Test Technically Solved. For further information, please click here.
- July 27, 2018**
  - Notification Testing 03** (2:21 PM)
    - Icon: Windows logo
    - Text: we are testing the notificaion service please ignore
- July 27, 2018**
  - New service ticket created on KST 654123 (FS001730): 1st ticket on 27th July 2018 - 005503556036** (2:16 PM)
    - Icon: Speech bubble with checkmark
    - Text: A new service ticket was created: Ticket number: 005503556036 Equipment: KST 654123 (FS001730) Summary: 1st ticket on 27th July 2018. For further information, please click here.



What is my benefit?





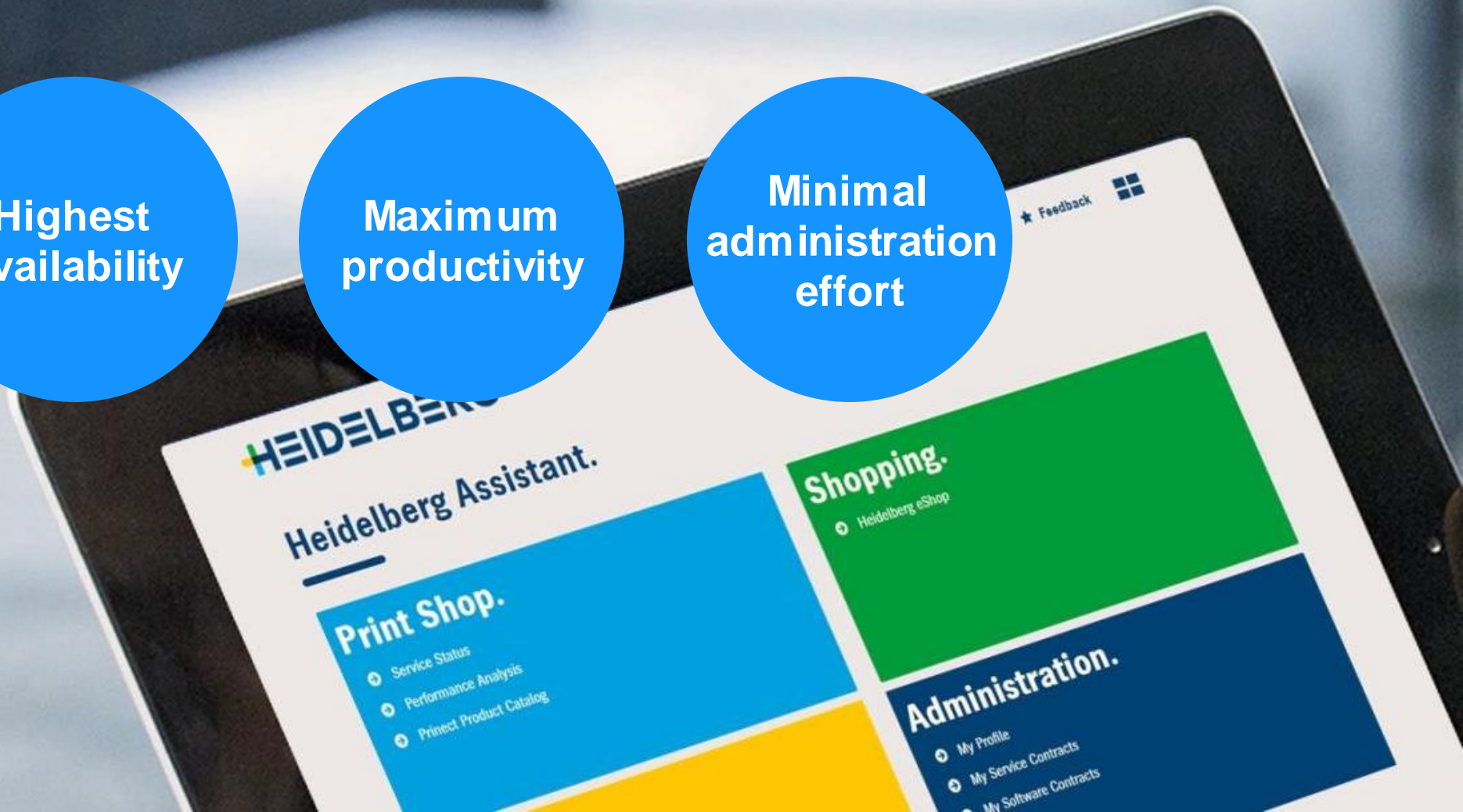


# Heidelberg Assistant. Your benefits at a glance.

Highest  
availability

Maximum  
productivity

Minimal  
administration  
effort





Full access.  
**For free.**





Who can use the HDA in which way?







# Premium & free functions.

Platform capabilities	Free	Contract dependent
<p>Service Ticket Overview.</p>	<p>List of all service tickets created with the Heidelberg Assistant „New Ticket“ function.</p> <p>Detailed view of the tickets with possibility to update description and add attachments.</p>	<p>List of all open service tickets as well as all tickets closed within the past three months.</p>
<p>Performance Analysis.</p>	<p>OEE 10,000 + OEE-Chart for the past 12 months plus current month.</p> <p>Trend indicator tiles for some KPIs.</p> <p>Recommended actions to-do list (without Heidelberg consultancy).</p>	<p>All Performance Charts over the past 12 months plus current month.</p> <p>All trend indicator tiles.</p> <p>Recommended Actions with support from Heidelberg consultant.</p>
<p>Predictive Monitoring.</p>	<p>Statistics of all notifications (no predictive).</p>	<p>Statistic Predictive vs. Reactive – with predictive notifications in the chart!</p> <p>Overview of Predictive Notifications.</p>
<p>Prinect Updates.</p>	<p>Display of current software version and other details.</p>	<p>Information on available Prinect Updates and Upgrades to be installed over Prinect Maintenance Center.</p>



# Heidelberg Assistant is just the start. Outlook: further development & market launch.

December  
2017

March  
2018

May  
2019

## Continuous development



- Predictive Monitoring
- Performance Analysis → Enhance existing applications → Princt XYZ
- Dashboard → Add new product lines
- Inventory Management → New ideas already in the backlog  
for Subscription customers
- Parts Tracking
- Offer management

## Market roll-out in countries

Germany, Switzerland, USA, Canada

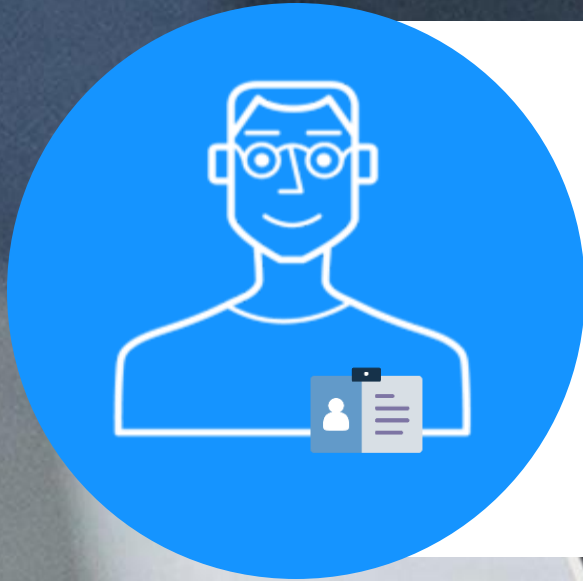
## Development of further markets

Poland, Austria, Australia, India,  
New Zealand, Slovakia





# The Heidelberg ID. Secure, personal access to Heidelberg's digital world.



The Heidelberg ID is **unique** to each contact at a customer site.

We use an **individual E-Mail address** as Login Name and you can set a personal, strong password after first login.

Heidelberg ID is used for **authentication & authorization** of customers in Heidelberg's digital applications.







# Administration concept: Print shop groups and master administrator.



## The master administrator ...

... has access to all Heidelberg Assistant content of all print shops in his print shop group (also not his „home“ print shop).

He/she is able to create users with full access to all functions of Heidelberg Assistant within the print shop group.



Outlook.





Outlook.

## Prinect roadmap@Heidelberg Assistant.

→ **Prinect Updates**

→ Integration Heidelberg ID in Prinect





Outlook.

## Prinect roadmap@Heidelberg Assistant.

→ Prinect Updates

→ **Integration Heidelberg ID into Prinect**



# Outlook.

## Prinect roadmap@Heidelberg Assistant.

- Prinect Updates
- **Integration Heidelberg ID into Prinect**
  - Using Heidelberg ID to identify a Prinect workflow that connects to the home server
  - Purchase licenses and functions via e-shop, also demo licenses
  - Single-sign on with Heidelberg ID
  - User right management Prinect using Heidelberg ID
  - ...





# Outlook. Your feedback and wishes.







Workflow solutions for Business and Production.  
**Prinect. Driving the Smart Print Shop.**



Thank you very much for your attention.  
**I am happy to answer your questions.**



Backup.



# Heidelberg goes digital. And digitalization means:





# Heidelberg Cloud & Assistant. IT security & data privacy.



## IT security

Described in  
„Security Whitepaper  
of the Heidelberg Cloud“  
→ Encrypted transmission  
→ Full control for customers

### Heidelberg ID Security

- Authentication with strong passwords
- Authorization to print shop and services by central admin

Tested secure infrastructure

## Data privacy

No personal data transferred  
→ No print job titles  
→ No operator names etc.

Access only to authorized scope

### PTC Machine Cloud

PTC® is the market leader in Internet of Things technology. Heidelberg is currently using the European PTC Machine Cloud located in the data center in Frankfurt/Main in Germany. The Cloud data center is certified to ISO27001 and TRUSTe Privacy and is subject to the strict data protection guidelines of the EU due to its location. This offers Heidelberg and its customers a very high level of security.





# User rights and roles overview.



## Heidelberg Assistant User Roles

Persona / Business Function	Equipment												
	Predictive Monitoring	Performance Actions	Performance Settings	Workflow	Prepress	Press	Postpress	Service Scheduler	Knowledge	Service Tickets	Contracts	Invoices	eShop
Managing Director	update	create	create	create	create	create	create	create	create	create	update	update	buy and redeem
Chief Financial Officer	view	view	view	view	view	view	view	–	create	view	update	update	view order data
Business Controller	–	–	view	view	view	view	view	–	update	–	update	update	view order data
Purchaser	–	–	view	view	view	view	view	–	view	–	update	view	view order data
Vice President Operations	update	create	view	create	create	create	create	create	create	create	update	view	buy
Maintenance Specialist	update	update	view	update	update	update	update	update	update	create	–	–	view
Pressroom Manager	update	create	create	view	view	create	view	create	create	create	update	view	buy
Press Operator	view	update	view	view	view	update	view	update	update	create	–	–	view
Prepress Manager	update	create	view	create	create	view	view	create	create	create	update	view	buy
Prepress Specialist	view	update	view	update	update	view	view	update	update	create	–	–	view
Postpress Manager	update	create	create	view	view	view	create	create	create	create	update	view	buy
Postpress Specialist	view	update	view	view	view	view	update	update	update	create	–	–	view
<b>Technical Role</b>													
Customer Admin	view	view	view	view	view	view	view	view	view	view	view	view	view

**hierachic structure:**  
 A Person can be assigned several roles.  
 Please note the Structure of rights is hierarchic.  
 The respective higher law includes the lower rights.

view  
 buy  
 update  
 create  
 view order data

entitles you to read data  
 to order in Heidelberg ehop  
 entitles you to read and update data / to buy in eShop  
 entitles you to read and update data and to create new data  
 read invoices from Heidelberg eshop