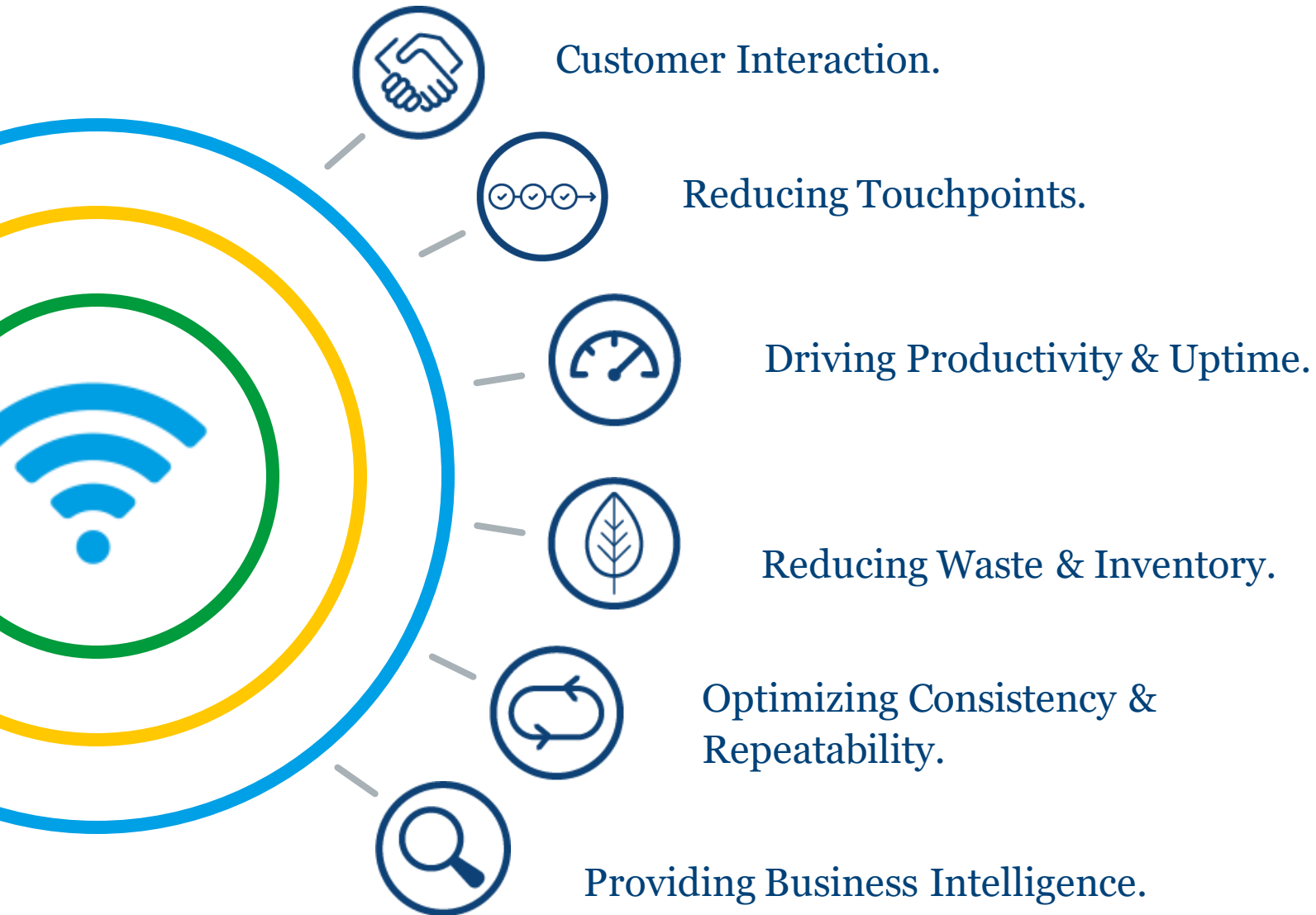INTERNATIONAL PRINECT USER DAYS

WS 16 + 24
Optimizing the software upgrades in Prinect: Annual upgrades & patches

A new way of printing.

Optimizing the software upgrades in Prinect

Increase Productivity & Uptime

WORKSHOP

16

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WORKSHOP

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Customer Interaction.

Reducing Touchpoints.

Driving Productivity & Uptime.

Reducing Waste & Inventory.

Optimizing Consistency &
Repeatability.

Providing Business Intelligence.

Customer Interaction.

Reducing Touchpoints.

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Optimizing Consistency & Repeatability.

Providing Business Intelligence.

How to handle updates?

Optimizing the software upgrades in Prinect: annual upgrades & patches.

Which is the best time to make a update?

→ Install new version as soon as possible

→ HEIDELBERG tries to bundle reasonable update packages

→ The goal is to provide as rare as possible but as fast as necessary to make the packages available

→ If possible, no more than 1 x downtime per month

→ For trouble shooting update packages the Prinect Maintainance Center can send eMail notification directly to the customer and inform him

→ ...

How HEIDELBERG creates patches?

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How does a customer get a hotfix?

→ Create a service ticket for a problem (Call the service hotline, HEIDELBERG Assitant, ...)

→ 1st or 2nd Level supporter wants to understand the problem in detail, with all needed information the support analyse the issue and help the customer if it possible

→ If it is not possible, next step is to hand over the problem to an developer to analyse it

→ Development will solve the problem and create an hotfix

→ For extremely critical errors the customer will get a standalone hotfix

→ A collection of HF combined into a RUP package for critical errors

→ After internal test of the RUP package it will be available for the concerned customers

→ With the update packages, all series customers with maintenance contracts receive the bug fixes

→ If unexpected errors occur after the rollout, HEIDELBERG can stop the update packages and, if necessary, inform customers who have already installed them actively

Why we have Prinect 2019.10 like a version?

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Why did we create Prinect 2019.10?

→ Synchronization the Prinect software with the software release dates of printing presses including required functional enhancements

→ Collection of all hotfixes

→ At the customersite all upgrades and new installations will be faster

→ ...

Why should I install the Prinect 2019.0?

→ You will get new features early

→ ...

Old and new features.

Live demonstration.

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.