LET'S CONNECT

PRINECT
USER DAYS

Workshop
HEIDELBERG Customer Portal

Team

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HEIDELBERG

PRINECT
USER DAYS

Elevator Pitch

Chat HDM / Chatbot Prinect	Niklas
Greenpass App	Fabian
Task Pilot	Jan

Elevator Pitch 1

Chat HDM / Chatbot Prinect

Niklas Niemann

Thoughts? Wishes? Feedback?
Share your live feedback on your smartphone in parallel.

Chat HDM / Chatbot Prinect

Challenge our customers face:

- Many different software solutions from HEIDELBERG
- Our customers' requirements are complex, therefore Prinect is also complex
- Online-Help for the Cockpit alone has more than 1000 PDF-Pages in Content
- Shortage of skilled workers

What happens now if a user in the workflow has a specific question about Prinect functions or a problem occurs in production?

The user has to search for answers:

Onlinehelp

Release Notes

Videotutorials

Training materials

Ask a service employee/expert

Bugs & Error messages

Chat HDM / Chatbot Prinect

We want to innovate our service process and in particular:

1) Our problem-solving skills & response time
2) Knowledge management
3) Customer interaction

So that you can achieve the following benefits:

Eliminating the search for independent problem solving

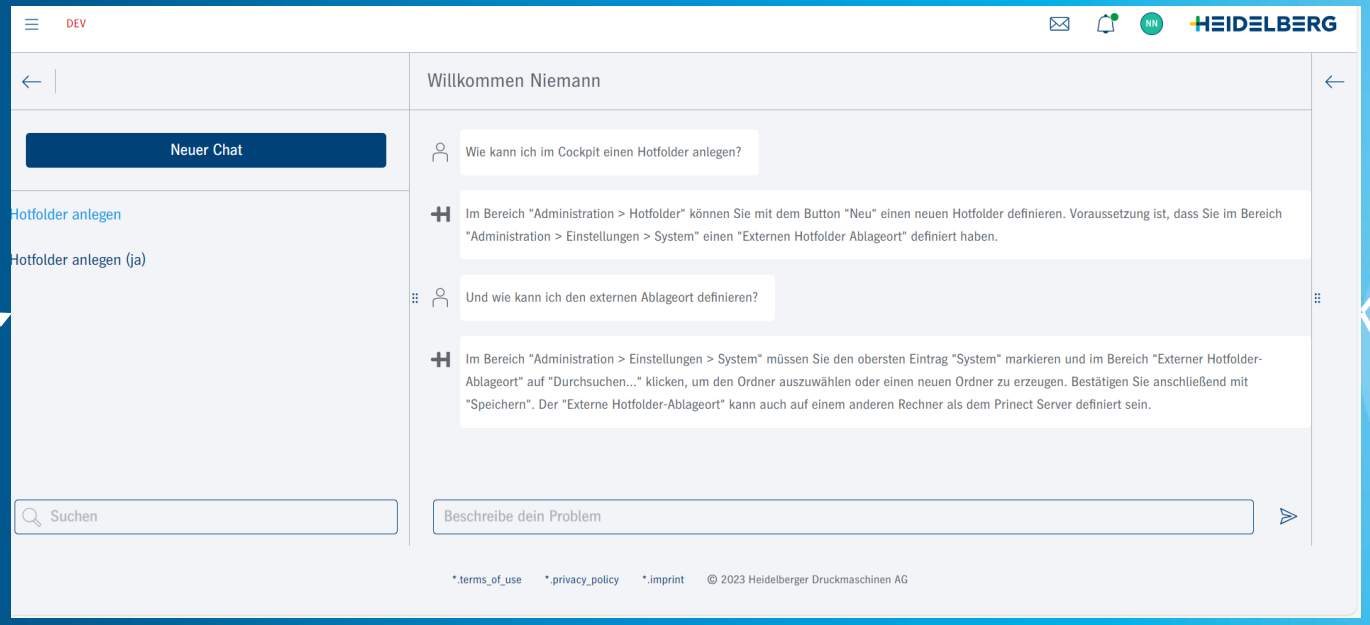
Time savings and faster continuation of production

Better production results by quickly understanding new software features

Targeted and rapid delivery of specialist knowledge to employees

KI-based self-service for customer questions and problems

User asks a question



Problem solved?

Yes

User can continue production

No

1. Automatic ticket creation based on the chat history

2. Service process is initiated

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Willkommen Niemann

Neuer Chat

Suchen

Erstelle deinen ersten Chat.

Neuer Chat

Work in Progress

Elevator Pitch 2

Greenpass App

Fabian Schroeder

Thoughts? Wishes? Feedback?
Share your live feedback on your smartphone in parallel.

Greenpass App

Why is it important?

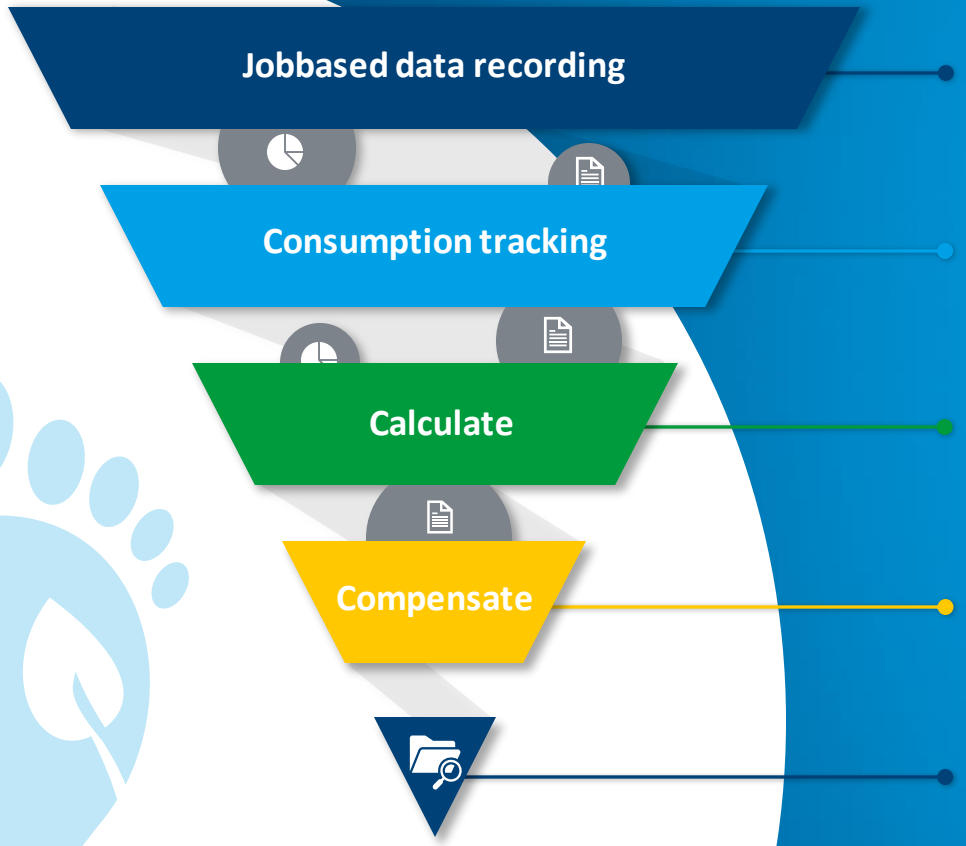
European Green Deal
On the path to a climate-neutral Europe by 2050.

Compensation
Increasing demand for sustainable / climate neutral products.

Record & reduce
Overview electricity, water and gas consumptions. Track emissions.

Greenpass App

What will HEIDELBERG offer?



Direct use of prinect job data. Each Greenpass Data set can be based on one or multiple jobs.

Automatic tracking of job related consumptions such as paper, plates, ink, water or energy based on prinect data.

Consumption values will be converted into emission relevant figures. This may require additional user input (depending on the job).

Export the measured / calculated values and compensate the printed product (optional).

Archive emission document and consumption certificate in the cloud.

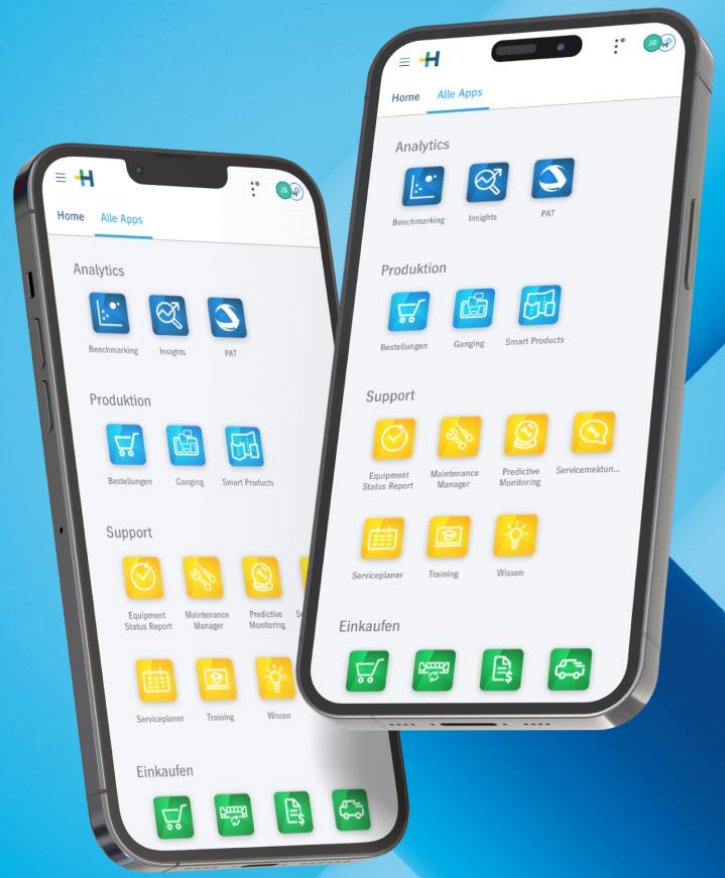
Greenpass App

What are the next steps?

Stay tuned…
…we want to bring this app into the HEIDELBERG Customer Portal.

We are focused…
…on an easy process based on Prinect job data to collect water, CO_2-eq and energy consumptions. Combined into a digital product passport with batch informations (In a later version).

We want to build a solution…
…based on your needs! That‘s why we want to use this opportunity to collect your thoughts and requirements on such an app.



HEIDELBERG

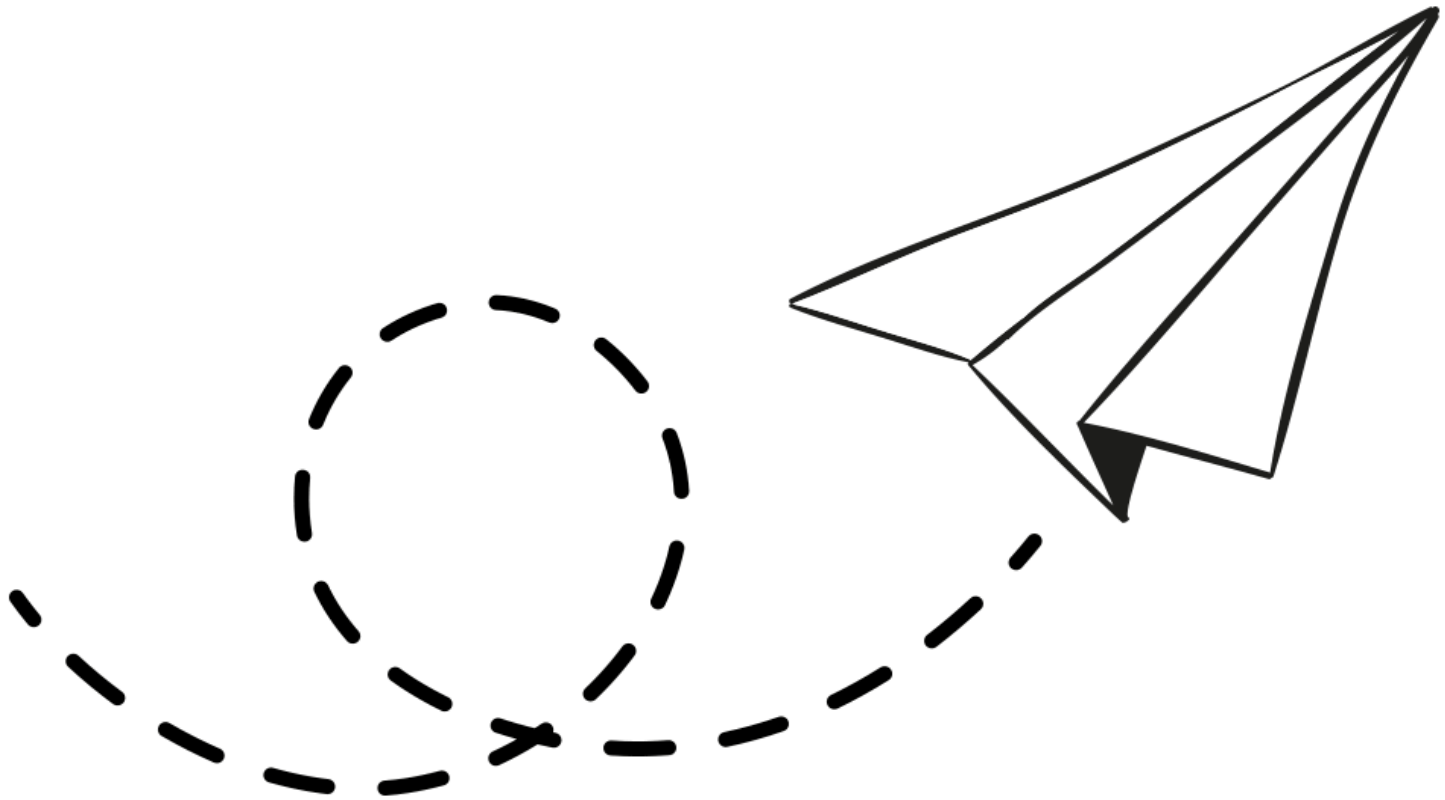
PRINECT USER DAYS

Elevator Pitch 3

Task Pilot

Jan Bock

Thoughts? Wishes? Feedback?
Share your live feedback on your smartphone in parallel.



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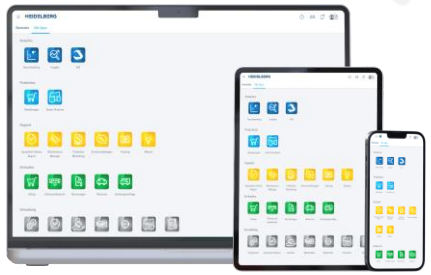
Task Pilot

Printshop tasks sources

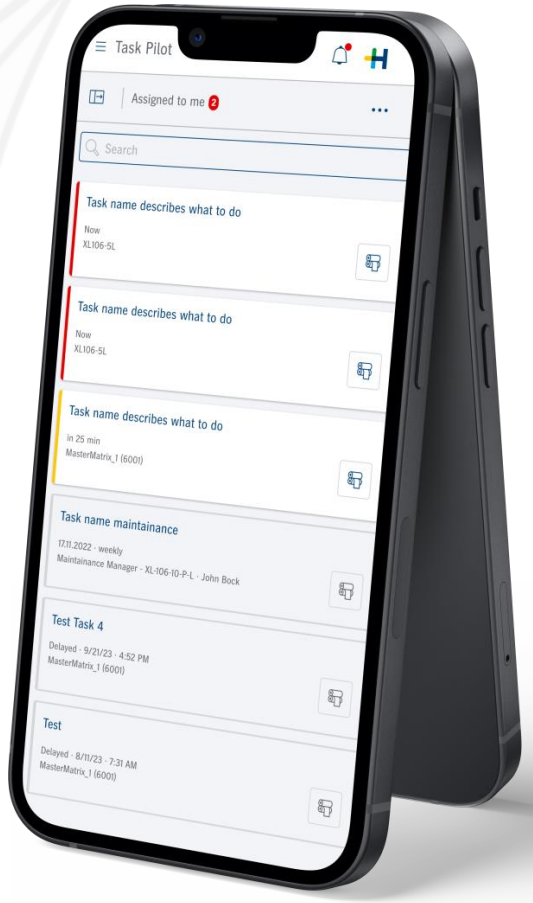


Tasks from Prinect Presses, and Cloud apps:

- substrate
- printing unit
- plate trolley
- consumables
- maintaince
- parts

+ Manual Tasks

- Move semi finished goods
- Stock counting
- etc.



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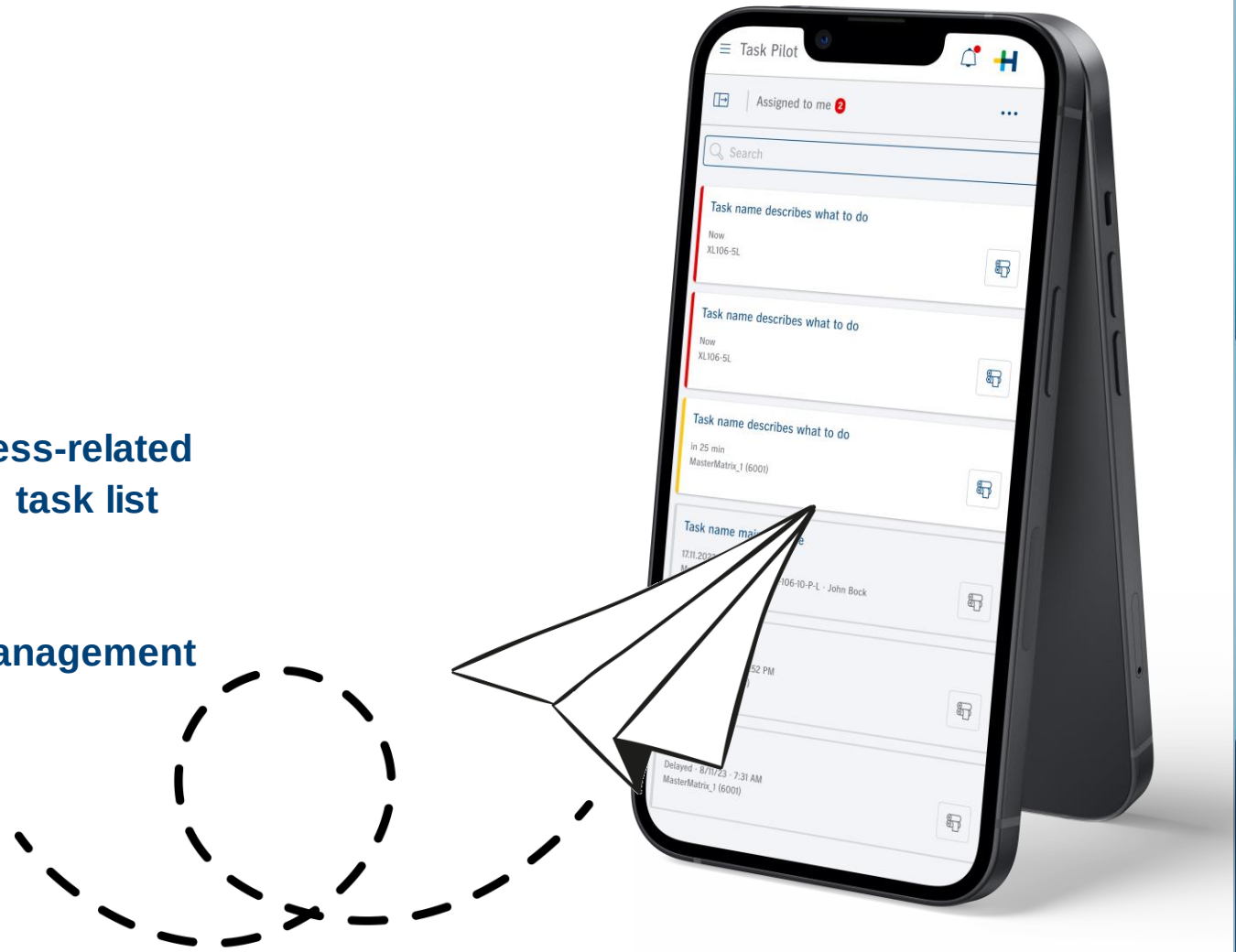
Task Pilot

Your central printshop task control

- Automates and digitizes manual processes, reducing the risk of human error.
- Downtime Reduction: Quickly addresses press-related issues, minimizing downtime with dedicated task list
- Seamless Integration and Real-Time Task Management
- What do you think?



THANKS!