



## Application note



Videojet LifeCycle Advantage™

# VideojetConnect™ Remote Service Optimizing Videojet Printer Performance

## The challenge

Despite vast improvements in manufacturing technology, many producers don't have a full understanding of the hidden causes and costs of printer downtime. In more cases than not, when a coder goes down, so does production. This can create an expensive and inconvenient interruption to plant operations. Data can be the key to proactive and predictive printer maintenance and optimized production. Until the development of VideojetConnect™ Remote Service\*, no printer manufacturer has offered this intelligence to producers.

## Videojet advantage

Partnering with customers, Videojet has pioneered an intelligent solution for measuring, tracking and providing meaningful recommendations for uptime optimization. VideojetConnect™ Remote Service technology provides visibility to key and measurable production data. This data, when combined with dynamic reporting, empowers producers to proactively address Videojet printer-related issues. The end result is minimized downtime, optimal printer availability and more efficient and profitable production.

## Innovation provides unprecedented visibility to Videojet printer performance and allows producers to identify hidden causes and costs of downtime to optimize production

Industrial production is becoming increasingly more sophisticated. At the same time, production teams are asked to do more with the same resources. Technological and operational advancements are driving companies to place more emphasis on delivering against objective production metrics. This is evidenced by the rise in popularity of metrics such as OEE, including availability, performance and quality, as well as scrap and actual units produced.

Although not readily apparent, coding equipment is an integral element in production that can have a significant impact on OEE and other productivity metrics. Over 75% of Videojet customers indicate that they cannot ship product without a code. Moreover, their production line is stopped if the printer has an unplanned downtime event. In production lines that completely stop for code-related issues, the manufacturing interruption can affect production throughput and line availability.

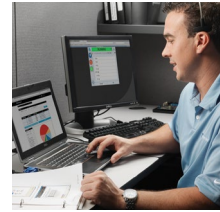
Leading coding technology is engineered to maximize uptime, reliability and efficiency. Unfortunately, production teams do not always realize optimal printer performance in their plants. Furthermore, the gap between the optimal performance and the realized performance of coding equipment is often a hidden cost as many manufacturers do not objectively track printer performance. VideojetConnect™ Remote Service (VRS) customers are able to track printer performance in real-time and gather data for analysis. This functionality allows producers to objectively measure printer performance and its greater impact on production.

\* VideojetConnect Remote Service is available in select regions worldwide. Please contact your local Videojet representative for availability information for your location.



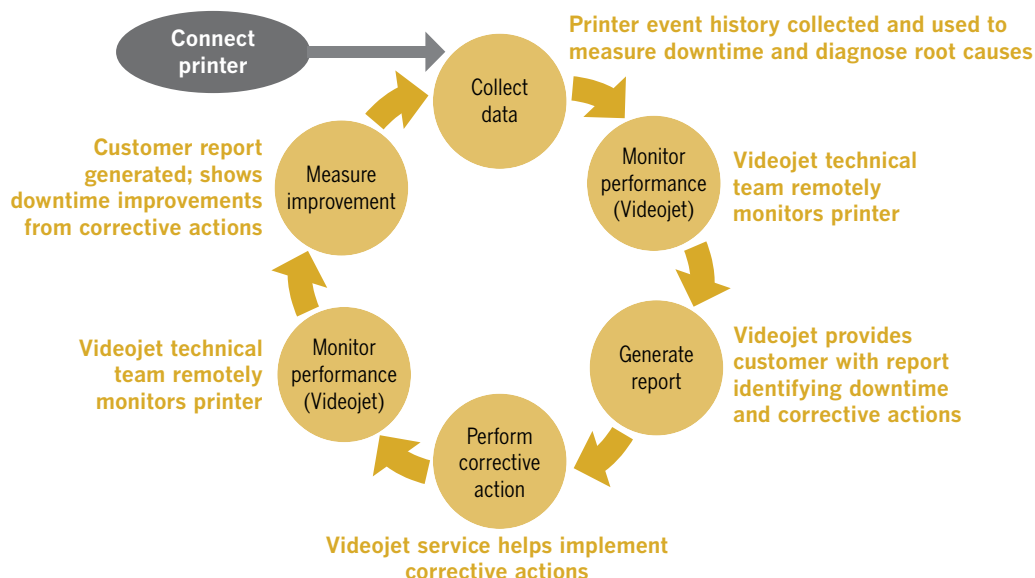
**Improve**

# Performance improvement with VideojetConnect™ Remote Service



## The Videojet approach to printer continuous uptime improvement

To better understand printer performance and to identify opportunities for optimizing production, Videojet actively partners with customers to analyze printer data. Videojet conducted a two year study and gathered data from approximately 1,000 networked units. This study revealed that while Videojet units are extremely reliable, some customers are not achieving optimal printer availability and performance due to operator knowledge gaps and lack of basic maintenance. Leveraging printer data, Videojet is now able to proactively identify these operator and printer performance gaps. Moreover, this data allows Videojet experts to provide easy action plans for producers to integrate into their existing processes.





Leverage printer data to drive uptime improvements

## Snapshot: data drives results

| Customer A                                                                                                                          | Customer B                                                                                                                            | Data was collected after implementing VideojetConnect™ Remote Service at multiple locations for two large Videojet customers. Despite the difference in industries, the opportunities for improvement were strikingly similar for these two customers. |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Industry: Paper products<br>Employees: >3,300<br>Locations = 17<br>Remotely connected printers: 31<br>Technology: Continuous inkjet | Industry: Industrial goods<br>Employees: >8,500<br>Locations = 65<br>Remotely connected printers: 63<br>Technology: Continuous inkjet |                                                                                                                                                                                                                                                        |

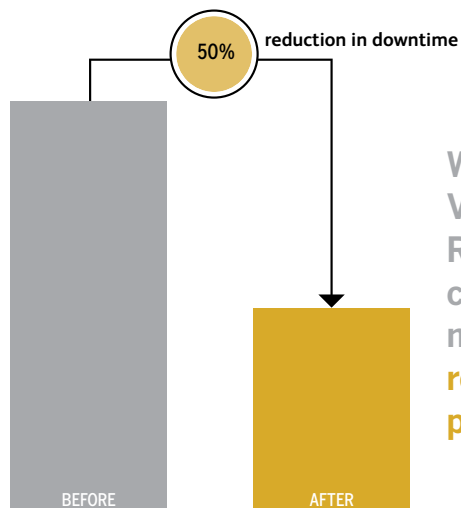
After completing a thorough analysis of the data, Videojet identified the hidden causes and costs of downtime and helped implement countermeasures to improve printer availability and performance for each customer:

| Downtime drivers                                                                                                                                     | Countermeasures                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lack of on-time replenishment of makeup fluids (resulted in thickened ink and led to printer failure due to lack of viscosity).                      | Customized email alerts to be sent to lead operator (by shift); train operators on the impact of timely fluid replenishment on printer performance.                                    |
| Lack of basic maintenance (regular printhead cleaning can prevent potential clogs due to collection of dry ink).                                     | Operators trained on the proper procedure of printhead cleanings and frequency recommended based on printer operation and environment.                                                 |
| Limited printer knowledge (operators failed to change printer settings to the new line application after moving a printer from one line to another). | Operators trained on the printer settings menu, including how to modify settings for each line. Leverage Videojet through remote service connectivity to assist in parameter changes.. |

## Reduced downtime

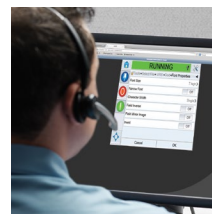
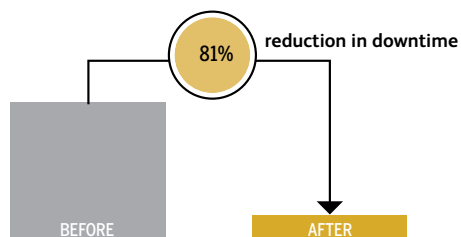
With implemented corrective actions, downtime for Customer A was reduced by 50% and for Customer B by 80% in one month. After implementing countermeasures, each customer's printers were monitored for an additional 30 days to identify additional opportunities to reduce downtime. The following results were achieved:

### Customer A



With VideojetConnect™ Remote Service, you can move from a model of **repair and replace** to one of **predict and prevent**

### Customer B



## The bottom line

To identify improvement opportunities, printer performance data for specific applications must be captured. With VideojetConnect™ Remote Service technology, users can now have access to robust printer data and comprehensive analysis. This data and resulting reporting can move producers from a model of 'repair and replace' to one of 'predict and prevent' for their printers.

Do you truly know the hidden causes and costs of one hour of downtime? Contact your Videojet sales or service professional to find out how you can benefit from VideojetConnect Remote Service.

Call **+971 50 199 6914**  
Email **MEA.Sales@videojet.com**  
or visit **<http://www.videojet.ae>**

Videojet Technologies Inc.  
DHR MEA General Trading LLC  
Warehouse #1, Plot # B416-5483  
Nad Al Hamar  
P O Box 215670  
Dubai, UAE



Videojet LifeCycle Advantage™

© 2017 Videojet Technologies Inc. All rights reserved.

Videojet Technologies Inc.'s policy is one of continued product improvement. We reserve the right to alter design and/or specifications without notice.

