



Print-on-demand Service and support built around your business



The value of partnering with Fujifilm

At Fujifilm our after-sales service starts before you've even made a purchase. Our expert team takes time to understand your unique business requirements and goals for print-on-demand.

This way, we can fine tune our recommendations for you and build a trusted partnership, delivering proactive service and support to help your business perform at its best.

Trust is in our DNA

Our Japanese heritage, with values of trust, innovation and sustainability, drives our partnership approach alongside our product attributes of quality, reliability and productivity.

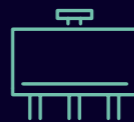
A leading, global company

We have a tradition of analogue expertise which, together with a 60 year history in toner development, means we understand all aspects of printing. And, as a well-established global company we have the infrastructure to support all our digital printing systems, in all markets – commercial, wide format, label & packaging. This includes a comprehensive supply chain for consumables and spare parts.

We operate in all major print markets



Commercial



Wide format



Label & packaging

Helping to realise your vision

- Specialist print-on-demand advice
- Expert training for your employees
- Seamless integration and set-up
- Operational efficiency, maximising uptime
- Proactive ongoing help and support
- Swift supply of spares and accessories

The importance of size and scale

For the fiscal year 2020, which ended March 31st 2021, the revenue of FUJIFILM Business Innovation was 854.7 billion Japanese Yen (6.6 billion Euros), which represented 39% of Fujifilm's entire global business across all product ranges. The total R&D investment for the company is 47.5 billion Japanese yen which is over 350M Euros and represents 5.4% of revenue.

“There are many ongoing challenges in the market, but Fujifilm is always a reliable partner that has enabled us to overcome these challenges and help us to grow. We have immense confidence in them to help us deliver print of the highest standard.”

Tiago Yu, CEO, Floricolor

TRUST

A world-leading infrastructure



Fujifilm has a long history of introducing innovative toner-based office copiers, multi-function devices (copy, scan, print), monochrome printers and full colour commercial printing systems. This comprehensive printing capability, alongside significant document and business service solutions, was established by its Fuji Xerox subsidiary, originally created in 1962 and now renamed as FUJIFILM Business Innovation Corporation, a wholly owned Fujifilm subsidiary since 2019.

A 60 year heritage

Over the last 60 years, Fujifilm has developed world-leading expertise in toner-based technologies, which include the high performance EA-Eco toners and fusing systems, the laser imaging and registration systems, the screening and smoothing algorithms, and the finishing and post-processing systems. In particular, Fujifilm's speciality toners (gold, silver, pink, clear) have transformed the creative potential of toner digital presses within the industry.

Many of these technologies are best-in-class, leading to superb print performance, and this 60 year heritage has resulted in a range of toner printers with industry-leading reliability.

A global infrastructure to support your business

Fujifilm has thousands of production printers in operation around the world. To support these printers in the market Fujifilm has also built up a large scale R&D, manufacturing and support infrastructure in the Asia Pacific region, which has now been expanded into Europe. In addition, the company's deep understanding of both offset and digital print, and extensive support services for the company's other printing systems, including the Jet Press and Acuity ranges of inkjet digital presses, means the company is able to offer world-class support for its wide range of products.

A proven process

Print businesses of all sizes, across the world benefit from our print-on-demand service and support process, that begins as soon as you make your first enquiry.



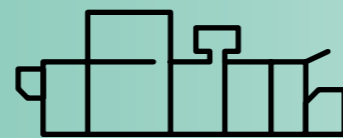
The full support package for print-on-demand



Pre-sales advice

Understanding your goals

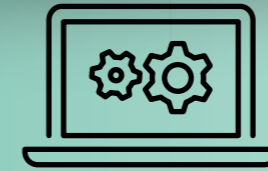
A series of simple steps to understand how our digital presses can best fit within your business.



Sales and installation support

Ensuring seamless integration

Operational support to ensure Fujifilm printers fit your business processes.



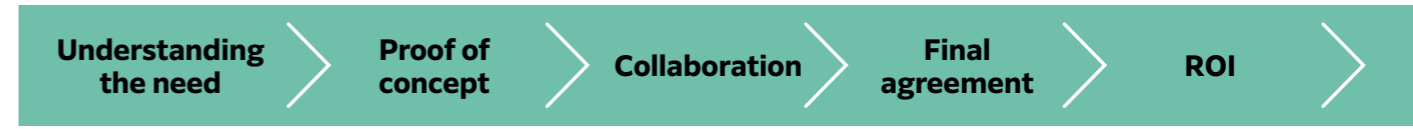
After-sales service

Maximising your productivity

Specialised online training, workflow integration and our SMART service portfolio of tools.

Pre-sales advice

Understanding your goals



As part of our pre-sales approach, we go through a series of simple steps with you to understand how our digital presses and workflow solutions can best fit with your business. This involves getting to know your business, your ambitions and where you are on your digital printing journey.

Finding the right press for your business

Because we have a range of solutions we can offer, this stage enables us to work out which solutions are right for your business. It could be a high quality, entry-level printer, a mid-range multi-functional solution, or one of our flagship digital presses, such as the Revoria PC1120 or Revoria GC12500. This process is undertaken by our dedicated sales specialists, with support from our technical team.

We use a number of tools to help evaluate your needs, including advanced configurators to specify the optimal solution for your business. In addition, our detailed brochures and comprehensive print sample packs are there to help you understand the capability and versatility of each press.

Proof of concept

A key part of the evaluation process is a visit to one of our Experience Centres. We have two advanced Experience Centres in both Ratingen, Germany and Brussels, Belgium where we showcase our print-on-demand solutions.

We also have additional local centres in most European countries where we can demonstrate the capability of our machines and workflows.

A visit to one of these centres involves much more than just a product demonstration. Based on our understanding of

your business, we will show how the digital press will add value to your operation. We can show the press printing your specific applications so that you can experience the machine operation as you would use it.

Print Experience Centre – Ratingen

The Print Experience Centre is our flagship showroom based in Ratingen, Germany. A significant new investment, this new centre features our full range of print-on-demand toner digital presses and workflow solutions, along with many other Fujifilm print solutions.

The Ratingen facility also includes an Open Innovation Hub where you can see Fujifilm's wider technical capabilities across multiple industries, providing useful insights into how we can support you into the future.

Advanced collaboration

Another part of our pre-sales process, is the ability to set up a bespoke web page to share all the relevant content with you and your colleagues. This private portal is a great digital collaboration tool during the pre-sales process. It's the start of a relationship that we hope will develop into a long-term partnership.

It features the ability to chat and comment on any content, and gives you the ability to upload any of your own documents that are relevant to the process. All the documents are kept in one secure place, accessible to anyone involved in the evaluation process.

Final agreement

Once you have decided on the press and workflow solution that's the right fit for your business, we will agree the investment terms and conditions. This part of the process also details the service, support and training plan for you and your team.



A profitable partnership

As part of the process we will help you understand how you can profit from your digital press investment. Often we can introduce potential businesses to new print applications and markets that you may not have been aware of. In every case we take great care to help you maximise the return on your investment.

Sales and installation support

Ensuring seamless integration

We've already introduced the way we collaborate and communicate during the advisory stage. Every care is taken to continue this approach for the process of the initial installation and the ongoing support within your business.

Operator training – both hardware and software

Our essential operator training focuses on hands on experience, addressing the basic knowledge needed to drive a digital printing system. This covers media handling, quality control, first steps of colour management and the Digital Front End (DFE). Particularly for the Revoria PC1120, it also covers how to get best from the specialty toners.

Once the initial training is complete, we can deliver more bespoke training to fit the specific needs of your business or production process, monitoring the training process as we go along to extend it as necessary.

TORU training

We also undertake advanced TORU (Trained Operator Replacement Unit) maintenance training for some presses to develop a more advanced level of partnership. TORU training enables an operator to perform some technical maintenance activities and repairs without involving Fujifilm engineers. This has multiple benefits: it puts you more in control of the uptime of your investment; it allows you to build a better understanding of the printing technology; and it gives you more knowledge and helps improve communication with engineers when further support is needed. Downtime for technicians, while they are waiting, is largely eliminated and action can be taken immediately when needed.

This improves the availability of the printing system, which helps achieve demanding production planning schedules.



After-sales service

Maximising your productivity

Our commitment to delivering unrivalled after-sales service helps to build the long-term customer relationships that are a hallmark of partnering with Fujifilm.

Advanced operator training

Many of our customers take advantage of our advanced operator training to discover unused functionality and new applications. This can result in increased productivity, quality and efficiency.

A support community for the future

As a Fujifilm customer you are invited to join our community, sharing knowledge, ideas and experiences to enrich your business. At the heart of this community is our online support centre, providing how-to guides covering a number of topics, and helping to create a partnership that drives success in the short, medium and long-term. The community also gives you the opportunity to provide valued feedback, helping us to improve our operations.

Production monitoring and operation consultancy

On-site monitoring is at the core of our production support. By analysing your machine operating data we can recommend individual ways to get more out of your printing system.

Working together, we discuss and agree the topics and duration of the production support you need, depending on your team's experience.

Further training

In depth training, workshops and other services are available on a flexible basis for a wide range of subjects. Plus, personalised sessions, alongside our standard training, can be held, including:

- Digital Front End (DFE)
- Colour management
- Quality management
- Media testing
- Workflow integration

Quality & colour management

This is an area where we can help develop your company's skills in the calibration and profiling of your printing system. We can work with your existing processes, review and optimise them together to improve quality and performance.

From in-house colour management standards to Fogra certification, our expert team can support you.

Workflow integration

To get the most from your print-on-demand solution, we can integrate your new system into your overall workflow. We have leading edge workflow and software solutions that make this process simple and seamless.

Media testing

We can support you with media testing - our evaluation follows standard test procedures for all media used on our digital presses. It results in a report covering how the tested media behave in terms of feeding, stacking and print quality, with feedback as to the required press settings.

SMART tools for business growth

As part of our service and support offering, the SMART portfolio of tools has been built to support your print-on-demand investment.

SMART Remote

Remote customer support
Engineer call ahead

SMART Service

Trained engineers with certification
European escalation support
Accelerated access to the R&D team



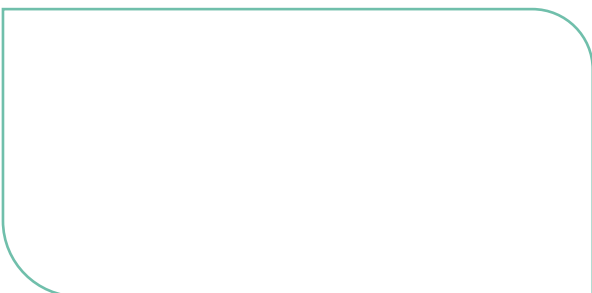
SMART Technology

Connection to device via web
Data pushed from device to server
TeamViewer for desktop sharing
IQ Check tool
Collaboration tool for community

SMART Maintenance

Proactive maintenance
Customer Self Help (web)
Advanced trained operators (TORU)
Site stock – Spares Kit

Please contact your local Fujifilm partner or visit:
[fujifilmprint.eu](https://www.fujifilmprint.eu)



Fujifilm Print



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