



MM Services

- ▶ Lower production costs
- ▶ Achieve optimum performance levels
- ▶ Maintain value of existing machines
- ▶ Upgrade equipment with latest technology
- ▶ Better plan workflow processes

MM**STARTUP**



► **MMStartup**

Right from the start, Muller Martini's Service Team ensures that your equipment is installed and integrated to run at peak performance — and that it does so cost-effectively. With ^{MM}Startup, you'll benefit from the following comprehensive service offerings:

- **Installation.**

Our trained service team of technicians and engineers gets your Muller Martini equipment up and running as quickly as possible while customizing the system's technology to achieve high production reliability.

- **Project Management.**

Muller Martini's strategic partners always rely on our technically accomplished project planning and management specialists who are available to advise you on new projects and new opportunities. In addition, our accomplished team can assist you in restructuring and extending your operations in order to stay competitive with the addition of new revenue streams.

MULLER MARTINI



MM REMOTE



► **MMRemote**

High availability of your equipment is vital to your operation. That's why Muller Martini is ready around the clock to solve emergencies and get your equipment back up and running as fast as possible. Secure, password-protected **MMRemote** connects your people to Muller professionals with a flexible solution that meets your particular needs.

The bottom-line benefits to you?

High production reliability, reduced downtime, and lower maintenance and service costs. In addition, our rapid analysis system helps you identify what needs to be done at an earlier stage, helping you plan work and staffing needs accordingly.

- **MMHelpDesk.**

Enjoy daytime availability to our factory trained telephone service technicians, combined with access to the MPower website including your organizations account details.

- **MM24Help.**

Enjoy the security of 24/7 telephone support from our trained technicians as well as access to the MPower website and all that goes with it.

- **MMRemoteOnline.**

This conference center feature provides an interactive online interface, helping you resolve emergency situations with even greater efficiency.

MULLER MARTINI

MMINSPECT



► **MM**Inspect

This comprehensive inspection and preventative maintenance service offers expert advice on how to keep your production system running smoothly and in good working order, thereby increasing efficiencies while extending the lifespan of your equipment. With Muller Martini's inspection service, our experts analyze your machinery and carry out comprehensive function checks. With our maintenance service, our technicians test the conditions of your system at regular intervals so you can minimize production downtimes.

Inspection Service includes:

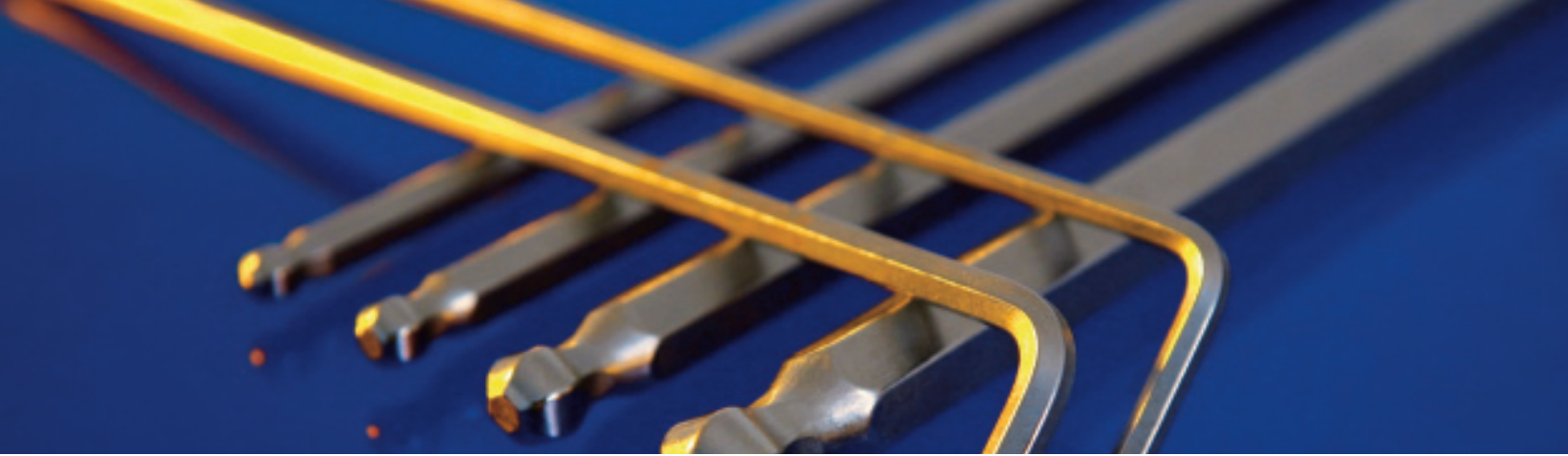
- Complete analysis of the current condition of your machine
- Installation and de-installation work
- All necessary correction work
- Re-creation of the machine to production-ready status
- Lifecycle management
- Thorough documentation

Maintenance Service includes:

- Analysis of mechanical and electrical system parts, concentrating on condition and wear
- Testing of mounting parts
- Alignment and readjustment
- Inspection of drive technology
- Lubrication and settings work
- Creation of an equipment status report

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MMREPAIR



► MMRepair

Some machine parts experience more strain than others. But, thanks to Muller Martini's original spare parts and comprehensive repair service, you can rely on high parts availability and fast service with limited equipment downtime. And since all of our parts carry the Muller Martini name, their quality and reliability is unsurpassed—and guaranteed. Not only can you order spare parts from Muller, but our technicians will develop complete modification or revision plans for your specific needs.

Spare Parts

- Our spare parts department is available 24/7, so your order can be processed and delivered next day if needed.
- Original spare parts are provided exclusively by Muller Martini, guaranteeing that our parts have been thoroughly tested and that your equipment delivers sustainable, high-quality production.
- Muller Martini can create customized spare parts for your highly specialized needs.

Repair Service

- Our highly qualified service technicians can provide detailed analysis and expert advice over the phone, remotely, or on-site.
- Repairs can be performed on-site or at a Muller Martini facility.
- Urgent assembly work is available for time-sensitive repairs.
- All repairs are documented with detailed reports.

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MM **UPTODATE**



► **MMUptodate**

Now you can stay up to date, while protecting your ROI—and increasing the long-term value of your Muller machinery.

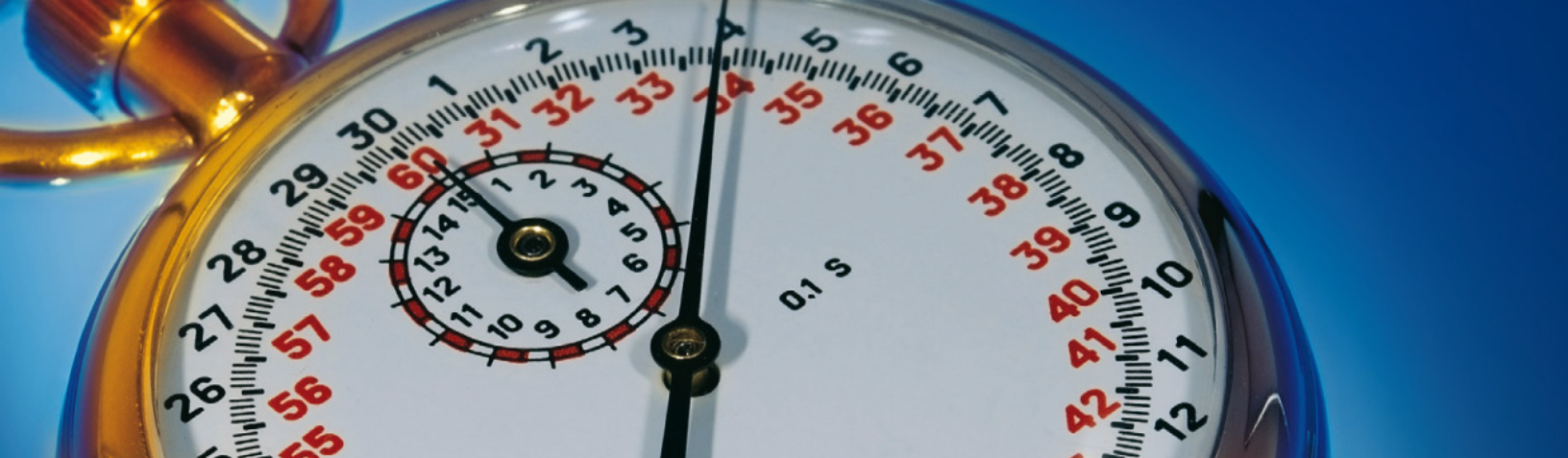
^{MM}Uptodate provides machine updates so your equipment continues to run efficiently while maintaining state-of-the-art performance levels. Moreover, since Muller Martini systems feature a modular design, there may be upgrade options available to retrofit or extend your system to the latest technology.

State-of-the-art equipment is the foundation for optimum productivity. Thanks to Muller Martini technology and increased automation, we can optimize the availability and processing reliability of existing equipment—and lower your maintenance costs. By upgrading to new technologies, you not only avoid production delays caused by the need for spare parts that no longer exist, but you also extend the lifespan of your system for several years.

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MMIMPROVE



► **MMImprove**

Considering these challenging economic times, this invaluable service helps you focus on the powerful—and profitable—connectivity of machine, people, and workflow. Muller's trained specialists work with you to explore such bottom-line issues as:

- If your business can't afford to purchase new equipment, is it possible to attain higher net production from existing equipment?
- If a dedicated maintenance program can improve a machine's performance, can a better trained operator increase the machine's performance even further?
- What is the real value of a machine and operator performing at optimum levels, if the workflow process is not?

With ^{MM}Improve, Muller Martini's productivity experts deliver an operational improvement experience that can allow you to:

- Lower production costs in order to become more efficient
- Properly maintain your equipment so that it can achieve optimum performance levels while minimizing downtime
- Maintain the residual value of your existing equipment
- Upgrade and retrofit current equipment with technology that leverages the newest advances available
- Anticipate outcomes and better plan workflow processes

MULLER MARTINI

MMSELECT



► **MMSelect**

At any time during the equipment's life cycle, clients can select from an expanding menu of supportive services that solidify Muller Martini's commitment to the continued success of our customers, including:

- **Preventative Maintenance Plans.**

The availability of equipment is particularly important in high-performance, production processes with large capital investments. That's why we developed preventative maintenance plans. This service enables you to benefit from rapid, expert and professional service and maintenance agreements at a fixed cost.

Best of all, with our preventative maintenance plans, you can design a maintenance program that meets your specific needs, including preventative machine maintenance, machine baseline services, and update analyses.

- **Relocation.**

Muller Martini provides a competitively priced, full-service relocation experience that addresses every stage of the relocation process, from pre-installation considerations to post-installation performance.

- **Training.**

Muller Martini understands the importance of delivering premier operator training to support leading-edge technologies. Our highly comprehensive, multitiered training program will increase productivity while giving your business a clear, competitive advantage.

- **Supplies.**

Muller Martini-branded machine consumables encompass high-quality, competitively priced supplies specifically designed to maximize Muller Martini equipment, including stitching wire, end boards, and strapping material. We offer online ordering and same day shipping, plus the expert advice of our Parts and Supply Specialists.

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Muller Martini Corp.
40 Rabro Drive
Hauppauge, NY 11788
Phone 1-888-268-5537
Fax 631-348-1961
www.mullermartiniusa.com

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