

# I AM...



### Steven Heijstek

In 2000, I started as a service engineer at Q.I. Press Controls. After 5 years of field experience, I was asked to set up the Customer Support department. We now have three permanent members of staff who are under my management. As you can see, this department continues to develop. You can contact me for contractual questions for these contacts, but also for technical issues of course.

I'm married to Sylvia, and we have 3 children, aged 10, 12 and 14. The youngest is a boy, the other two are girls. Apart from my family, my hobbies include playing the guitar and running. I usually play guitar at home, but once every 2 weeks I meet up with friends. I run an average of 4 times a week, in preparation for the marathon. For me, running is the perfect way of keeping body and mind focused. Quite a hectic life, but it gives me a lot of satisfaction and energy.

### Menno Endeman

After years in field sales, I'm now an IDS system specialist at the department. This is a very versatile position, ranging from providing support to field staff to helping out customers across the world, and I regularly visit customers myself.

At home, my girlfriend Ybella and our 2 children, Noah (1) and Noömy (7) await me. The children is what we spend most of our free time on. But if we do want to undertake something for ourselves, we go snowboarding or get on the motorbike. If we go away with the kids, we prefer to go somewhere sunny.

### Mike Streefkerk

After my environmental control studies, I joined Q.I. Press Controls as a test engineer at the R&D department. The knowledge I gained enabled me to move to customer support in November 2009.

I live with my girlfriend Fiona and our dog Ibi. Apart from my work, Italy is another great passion of mine. I admire the Italian way of life in the broadest sense of the word. I spend several weeks a year in Italy. I'm currently doing an Italian language course. My other hobbies include tinkering with computers and playing online games.

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# I AM... READY TO SUPPORT YOU



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## Support

This is a special newsletter from Q.I. Press Controls; the registerSUPPORT. The registerSUPPORT is specifically aimed at informing you of the developments in the service we provide. This first edition serves to inform you about our latest service products, which will be available with effect from January 2011.

### The market development

During the past few years, the graphics market has been constantly on the move, and it is still a very turbulent environment. The Internet and other digital options have taken over part of the printing production process. Combined with the economic crisis, this has led to a massive drop in advertising revenue and an increase of the

As a customer, you need a suitable solution: either in the form of parts or in the form of service to prevent further claims for compensation from clients or even production standstill. However, suppliers are reducing their stocks, and due to global changes on the electronic parts market, delivery times of 4 to 20 weeks are no longer an exception.

## “ The automation equipment of Q.I. Press Controls is proven to be invaluable ”

costs of raw materials such as paper and ink. As a result of these developments, printing companies have to realise the lowest possible cost price for each copy of printed matter. More than ever before the automation equipment of Q.I. Press Controls is invaluable for a constant high print quality at a low cost price per copy. When these systems fail, the customer can no longer guarantee printing quality, and in some cases production may even be halted entirely. For the printing company, this may lead to high costs on account of claims for compensation, additional waste and loss of quality.

This, combined with the custom-made nature of the solutions offered, the increase of the product portfolio and the number of customers, means that Q.I. Press Controls cannot guarantee the availability of spare parts and swift delivery thereof. We understand that the continuity of your production process is vital. In order to safeguard this to the greatest possible extent, Q.I. Press Controls has decided to gear its service contracts and spare parts policy to this.

During the past few years, we have noticed that customers postpone maintenance of their systems in order to save money. However, failure to maintain the systems leads to an increased breakdown risk.



## “ We understand that the continuity of your production process is vital ”

## Service contracts

In order to be able to guarantee the continuity of your production process, Q.I. Press Controls offers you the possibility of taking out a service contract.

From 1 January 2011, Q.I. Press Controls offers three different contract forms. There is always a contract that suits your specific needs. For an idea of the content of the contracts, please see the table below. The following summary provides a brief explanation to the table: You suffer from a defective computer during the night production shift. If you have no contract, you can contact our office in Oosterhout for telephone support on the next working days from 8.30 hrs. With all other contract forms you are able to reach us 24 hours a day. Under the System Care and Full Production Assurance contracts, our support extends to the weekends. Another advantage of the System Care and Full Production Assurance contracts is that you are given priority in terms of both telephone support and the deployment of a service engineer.

Options	0	1	2	3
Contract name	Parts	System care	Full Production Assurance	
<b>Remote Diagnostics</b>				
8/5 Remote Diagnostics*	x			
24/5 Remote Diagnostics*		x		
24/7 Remote Diagnostics			x	x
Priority on Service and Remote Diagnostics			x	x
<b>Service visits guaranteed</b>				
Engineer within 7 days		x		
Engineer within 3 days			x	
Engineer within 1 day				x
<b>Maintenance visits</b>				
Maintenance visit free of charge (1 x per year)			x	x
<b>Discount</b>				
10% discount on parts		x	x	x
10% discount on Remote Diagnostics			x	x
5% discount on worked hours on site				x
12 hours free Remote Diagnostics per year				x
<b>Additional</b>				
Payments afterwards		x	x	x
Spare parts same day**		x	x	x
Temporary replacement parts		x	x	x
Free printers training during visit			x	x
Free QI software updates per modem / during visit	x	x	x	x

\*MET (Middle European Time) \*\*Ordered before 12:00 MET

Our contracts are customised and vary in price, depending on the type and the scope of the system. We will contact you shortly to discuss these contract forms, enabling you to select the contract that suits your business operations best. Our professional Customer Support department will be happy to help you make the right decision.