

Best Graphics - Since 1977

Best Graphics is North America's largest independent importer and distributor of Pressroom, Bindery, Finishing, and Packaging equipment. Our portfolio includes over 20 product lines from world-class manufacturers in the United States, Germany, Japan, Italy, Canada, South Korea, China, Taiwan, Israel, and the United Kingdom. Best Graphics also has a dedicated service department with factory-trained staff and maintains a fully-stocked parts inventory.

REMOTE+ is a service offering from Best Graphics Group which allows for customers, new and existing, to receive advice, recommendations and service assistance directly from our staff. This service drastically reduces lead times and communication gaps, allowing for Best Graphics to help get customer's machines running quickly.

REMOTE+ is an effective way to keep your equipment running at peak performance. Remote+ includes an iPad that is used for on demand contact with Best Graphics' technicians, as well as a tool for employees to monitor their equipment and take notes regarding their machines.

Service on Demand

REMOTE+ allows for customers of Best Graphics to have quick access to experienced and professional technicians. These technicians are able to help guide and explain how to fix the machine that is broken, or not running correctly. This helps to get the machine running faster, quickly. The iPad visually enables technicians to see the parts needed for the machine and reducing the parts ordering and delivery lead time.

Machine Downtime

Equipment downtimes are detrimental to business. When customers' machines are not running and producing product, their company is losing money. This is why **REMOTE+** is designed to greatly minimize these downtimes. With technicians ready to help, we are able to give instructions for fixing your equipment quickly. Getting machines fixed and running properly is the top priority of Best Graphics' Service Department.

Personalized Experience

The **REMOTE+** service program includes a complimentary iPad which is designed to stay with the machine. The device features info sheets, layouts, and videos to aid in customer understanding and to answer frequently asked questions. These resources can reduce machine downtime by quickly guiding employees on how to solve equipment issues on their own.

The iPad can also be used to contact Best Graphics for more in depth questions and support. Best Graphics technicians are available to assist employees in fixing problems swiftly – whether that be photo sharing via iMessage or dedicated video calls via FaceTime or Zoom.

Cost Benefits

The **REMOTE+** service plan allows for very discounted service costs. Normal service requires a technician traveling to your facility and fixing problems in person. While this service has been effective, it can be reviewed as costly and inefficient. Technician time is very valuable, which makes travel costs extremely high. With Remote+, most work can be done and explained through video meetings. These video meetings eliminate the technicians travel costs such as airfare, time, meals and housing. These decreased costs are transmitted directly to you, resulting in substantial cost savings.

Customer Example

Imagine a situation where your machine needs to be looked at. *Without REMOTE+*, your costs would hypothetically be the following:

- **Travel** – \$550 for Airline Ticket
- **Car Rental** – \$50 per Day for (5) Days
- **Hotel** – \$110 per Day for (4) Nights
- **Labor** – \$135 per Hour for (8) Hours per Day for (5) Days
- **Spare Parts** – \$2,500
- **Total** – **\$9,140**

The same situation *with REMOTE+*, your costs would hypothetically be the following:

- **Virtual REMOTE+ Consultation** – FREE
- **Spare Parts** – \$2,500
- **Total** – **\$2,500**

Utilizing **REMOTE+**, in this situation, would reduce costs by more than 70%!

