

TRUST Network Service

Network Support

Advanced IoT Solutions Maximize Performance
at Production Sites That Demand Optimal Efficiency



Highly dependable solutions for time-sensitive production lines

TRUST Guard

Remote monitoring of equipment conditions

- ▶ Remote monitoring of systems helps to protect them against potential problems.

TRUST Assist

Precise analysis of root causes

- ▶ If an issue occurs, SCREEN support staff can remotely access and analyze data including settings and logs. This ensures faster and more accurate system recovery.

TRUST Assist

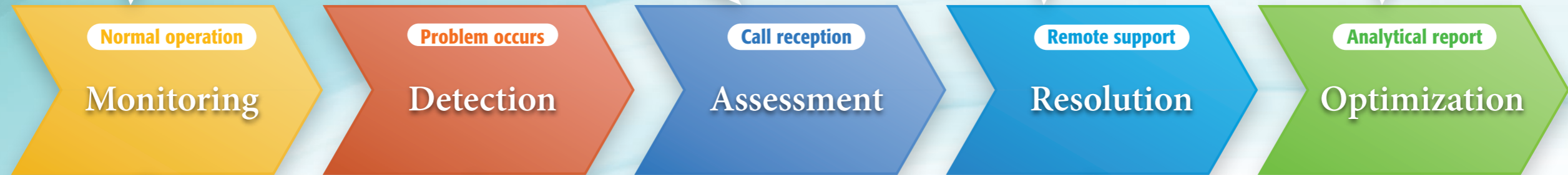
Flexible response to emergency situations

- ▶ Expert personnel remotely assist with setting changes, software updates and other maintenance tasks.
- ▶ If there is a problem, SCREEN support staff can remotely operate the equipment.

TRUST Dialog

Dashboard for operational analysis

- ▶ Dynamic Dashboard enables the display of any congestion in each day's jobs. This makes it possible to spot bottlenecks created by internal processing, errors or other problems.
- ▶ Data for cost estimates and job histories can be tabulated in the local system environment.



TRUST Dialog

Regular updating of client Web pages

- ▶ Web pages are regularly updated with resources including the latest maintenance manuals and operation videos.
- ▶ Dynamic Dashboard provides a clear picture of the equipment's current operating status.

TRUST Guard

Immediate reporting of system errors

- ▶ Data on serious issues and any errors indicating these problems are automatically sent to the client and SCREEN support staff.

TRUST Assist

Operational support using a shared interface

- ▶ SCREEN support staff are able to remotely connect to the same environment as the client and use a shared interface to explain operating procedures.

Point Diverse functions to support stable system operation

Dynamic Dashboard **POD CIP EQUIOS**

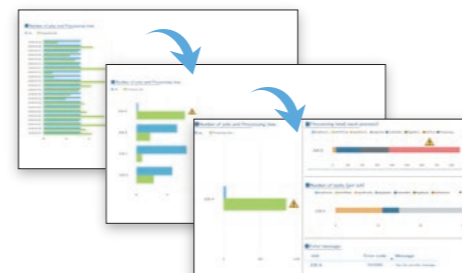
The TRUST service features a cloud-based dashboard that enables clients to understand the operating status of their CTP, POD inkjet and EQUIOS systems. Ink and paper consumption, job histories, performance time charts and a wealth of other information can be checked whenever necessary.



Examples of report items	
POD Inkjet	
Operating information:	ink usage, media usage, system uptime, job counts
Maintenance information:	cleaning counts, details of consumables, error lists
Print job history:	print results, print conditions
CTP	
Operating information:	plate usage, system uptime, exposure counts
Maintenance information:	punch counts, details of consumables
Plate usage history:	
Workflow	
Operating information:	finished job counts, system uptime, plate counts for CIP output
Maintenance information:	hardware resource details, application setting details
Job history:	processing times, processing times, standby times

Job history analysis **EQUIOS**

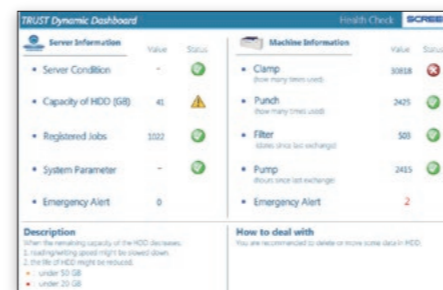
Managers can check the actual daily job records in the time-line view and easily identify time-consuming jobs and/or processes. Detailed data can be acquired for each job, including its individual tasks, processing counts and processing times. This information is highly useful for analyzing the cause of any system issues.



Processing times and job counts for (from the left) a single month, day and job

Monitoring/notification functions **POD CIP EQUIOS**

The status monitor continuously tracks server and usage data for CTP, POD and EQUIOS systems and issues notifications if any issues occur in the processing environment. This helps to maintain an optimal workflow, significantly reducing downtime.



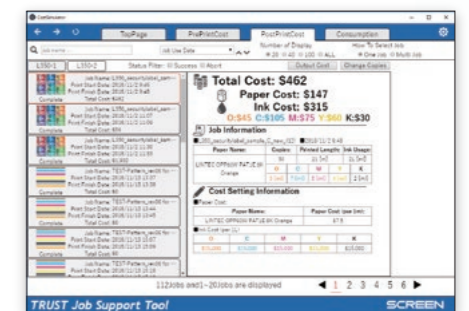
Remote touch panels **POD CIP**

If a problem arises, SCREEN support staff can remotely access the operation panel of CTP systems and control screen of POD systems. This allows them to isolate the source of malfunctions more quickly.



Job support tools **POD**

A range of data can be checked locally for individual jobs. This includes job histories and consumable usage, and cost estimations for specific jobs based on their actual ink and paper consumption.



TRUST Network Service

Solving Client Problems Is Our Core Mission

The Internet of things (IoT) is attracting growing attention as development continues in areas such as Industry 4.0 in the manufacturing sector and self-driving vehicles in the automotive field. The IoT connects many types of objects to a network, allowing the accumulation of vast quantities of data, known as big data. However, it is important to interpret this information so it holds value from a client's perspective and represents knowhow that can be used to solve problems.

At SCREEN, our goal is to integrate our practical expertise as a comprehensive manufacturer of graphic arts equipment with the dramatic opportunities for connectivity provided by the IoT. Harnessing the knowledge available from the big data generated by current equipment and services will enable us to create new products and solutions that will support the continuing success of our clients.



To Ensure Safe Use of TRUST Network Service

- ▶ TRUST Network Service is provided as part of SCREEN's maintenance contract.
- ▶ Applicants must approve and sign "Terms of Service of the TRUST Support Program" before the service, including log acquisition, can be provided.
- ▶ Client systems must be connected to the Internet to enable the provision of TRUST Assist and TRUST Guard services.
- ▶ Collected information is used exclusively for the provision of TRUST Network Service and the improvement of SCREEN products and services.

TRUST Guard

- ▶ Clients are able to select the types of log information shared with SCREEN.
- ▶ If job names include details such as specific client or brand names, this text can be encoded (encrypted) before transmission to SCREEN.
- ▶ To prevent the inclusion of unintended details, a dedicated log can be used to execute an automatic format check at the time of transmission.
- ▶ Printing data (PDF data, etc.) is not included in the logs transmitted to SCREEN.
- ▶ The TRUST communication network uses the highest level of encryption.

TRUST Assist

- ▶ SCREEN personnel connect using a one-time password issued by the client. This connection is terminated immediately after work is completed.
- ▶ The TRUST communication network uses the highest level of encryption.
- ▶ All remote operations are performed using a shared interface to provide clients with full access.
- ▶ Maximum priority is given to maintaining security at production sites and remote or unattended operations that could create risk are not performed.
- ▶ Personal or confidential information is not acquired or downloaded in any situation.

TRUST Dialog

- ▶ Clients are given their own dedicated Web page provided through Salesforce.com's cutting-edge cloud-based environment.
- ▶ Clients can choose to set in-house browsing rights for documents using an optional license.

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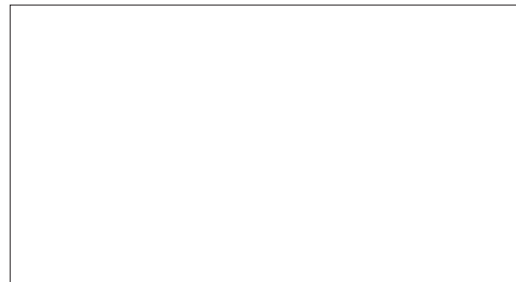
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