

Press release

Syntegon Technology

Achema 2022: Syntegon presents new Service Agreements

- Seven standardized packages for maintenance- and spare parts management, remote service and training support at a fixed price
- Dedicated contract fulfilment manager and free access to helpline available by default for each level
- New digital monitoring solution ensures transparency on plant utilization

Waiblingen, August 22, 2022. At this year's [Achema](#), [Syntegon](#) will present redesigned Service Agreement packages for effective asset and maintenance management at fixed costs. The varied agreements help customers from the pharmaceuticals and food industries to reduce production risks, gain predictability over service costs and simplify complex processes – enabling them to focus on their core business. “This way, our customers benefit from a readily available service that ensures the long-term productivity, safety and sustainability of their processes – while meeting their respective production and plant requirements,” explains Johan Nilsson, Member of the Executive Board and responsible for Service & Digital Solutions at Syntegon.

Syntegon continues to offer services such as inspection, maintenance, spare parts management and training individually. But companies can now choose from seven different package options as well, all of which come at a fixed price. With each service level, customers receive support, from basic service including inspection and remote service to guaranteed production performance for their machines. Based on their maintenance strategy, customers can decide which level best meets their specific needs to reach maintenance targets.

Strengthening customer loyalty

“As an independent business unit, our service now lays the foundation for even closer cooperation with our customers,” Nilsson stresses. “The more they know about the performance and condition of their equipment, the better we can support them – and optimize our range of machines and services in the long term.” Contract Fulfilment Managers are contributing to this goal, acting as liaisons between the customer and Syntegon’s services. Thanks to their Service Agreement expertise, these colleagues ensure smooth implementation of the selected packages. They also provide information on upcoming measures within the Service Agreements and are on hand to advise throughout the contractual period. For additional support, customers can contact Syntegon at any time using a helpline.

Service Agreements offer much more than fixed and predefined prices: continuous support also reduces the risk of unscheduled downtimes and can even help avoid complete shutdowns thanks to regular maintenance done by service technicians.

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Syntegon offers support at all Service Agreement levels: from maintenance planning and spare parts management to operator training and digital plant optimization, the company's service experts are at the customer's side around the globe. "Versatile service packages deliver maximum flexibility with little time investment and risk," Nilsson says. "Instead of selecting individual services for their requirements one by one, customers now receive exactly the products and services they need."

Real-time data transparency

One essential aspect of the Service Agreements is Synexio, a new cloud-based software solution for the real-time acquisition, evaluation and visualization of equipment and production data. Syntegon will release three consecutive versions of Synexio, with the entry-level package "Monitor" to be launched at the Achema. The solution creates transparency across various KPIs to help companies sustainably improve their production. Today, companies from various industries are already using the Service Agreements: together with Syntegon, numerous manufacturers from the pharmaceuticals and food industries have identified the level that suits them best. In addition to leaner maintenance, they benefit from more efficient processes, which have a positive impact on competitiveness, customer loyalty and product quality alike.

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Images:

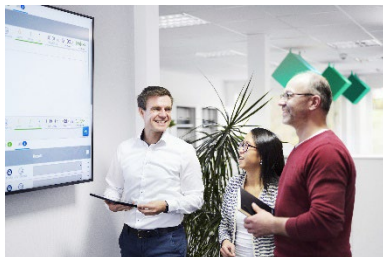


Image 1: From maintenance planning and spare parts management to operator training and digital plant optimization, Syntegon service experts are at the customer's side around the globe.

☒ Select a level that meets your needs

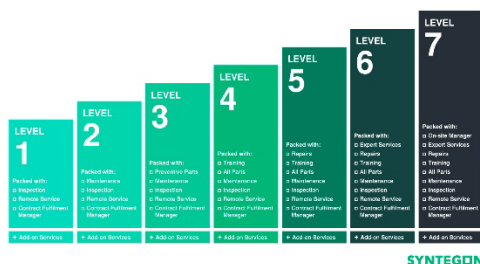


Image 2: Services such as inspection, maintenance, and spare parts management are now available in seven different packages, all of which come at a fixed price.

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About Syntegon Technology

Processing and packaging for a better life – this is what 5,800 Syntegon employees work for every day. Be it with individual machines, systems, or services, Syntegon helps its customers in the global pharmaceutical and food industries to improve people's lives. The company, which is headquartered in Waiblingen, Germany, looks back on more than 160 years of experience and achieved annual sales of 1.4 billion EUR in 2021. In the pharma sector, the company's intelligent solutions enable the safe and high-quality production, processing, filling, inspection, and packaging of liquid and solid pharmaceuticals. In the food industry, Syntegon's flexible and reliable technologies produce and pack confectionery, dry food, frozen food, and dairy products. With 1,100 service experts and a comprehensive service portfolio throughout the entire machine lifecycle from spare parts management to digital line optimization, Syntegon lays the foundation for smooth production processes for all customers. More than 30 sites in almost 20 countries keep a firm eye on Syntegon's impact on the environment and society. Syntegon is a leader in the development of sustainable packaging solutions, reduces the energy consumption of its machines and pursues ambitious goals to lower its emissions. www.syntegon.com