Domino Cloud

MAXIMISING UPTIME THROUGH REMOTE CONNECTIVITY

DOMINO

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In business you need to maximise your production uptime. Domino helps you to protect your products and keep your line moving - minimising downtime, reducing servicing costs and raising efficiency from product to pallet.

Domino Cloud is part of the **SafeGuard** service and support package and provides comprehensive protection for your printer, helping you to maintain your printer and avoid or resolve problems using remote diagnostics, event alerts and remote monitoring.

What can Domino Cloud do for you?

✓ **Improve productivity** – You will be alerted when faults are detected or replacements are needed to achieve maximum uptime on your production line.

✓ **Increase usability and efficiency** – Print statistics are easily available and understandable for you to use for Overall Equipment Effectiveness (OEE) monitoring.

✓ **Improve peace of mind** – You can have the confidence your printer is running without faults and can easily access printer performance information.

Partnering with Domino delivers much more than coding: it means productivity, compliance and confidence – **without compromise**.

Domino Cloud enabled **SafeGuard** packages include:

• Remote diagnostics and Domino helpdesk support for a fast fix of problems.

• Online performance dashboards via your smartphone, tablet or PC.

• Access to online refresher training for operators.

• User selectable email alerts on the printer status.

• OEE/ report tabs containing production line OEE performance statistics, printer production and consumables usage overviews.

• Customer reports that are generated automatically and emailed on a weekly basis with insight into printer performance.

• Remote monitoring through the Domino helpdesk to monitor the status of your printers, contact you when a problem is detected and resolve it.

SafeGuard

Helpdesk support and access to real-time printer performance data

Through remote diagnostics, the Domino helpdesk is able to give immediate well informed support when a customer has a problem and ensure that engineers are despatched thoroughly prepared to solve issues if they can't immediately fix them remotely. You will be able to optimise your line efficiency through direct remote support from the Domino helpdesk.

Secure and safe network connection
For ultimate security, your printer status information will be sent via a secure and safe network connection, either via Global System for Mobile communications (GSM), WiFi or Ethernet network.

User selectable email alerts
Putting you in control - with the remote diagnostic capability you can opt in to receive email alerts on your printer's status, and allowing you to take action before a fault occurs. For further support, you will have access to online trouble shooting videos plus advanced support from the Domino helpdesk, without the need of a site visit.

Review printer and ink performance data from a distance
Production up-time is increased by using remote diagnostics to review printer and ink performance data from a distance. Domino systems allow you to access your printer's real-time performance information, showing you when consumable changes are required and ensuring timely changeovers are done to achieve zero downtime.

Fast printer performance analysis and Domino helpdesk support via remote diagnostics

Secure Access Anywhere to Real-Time Information via The Customer Dashboard

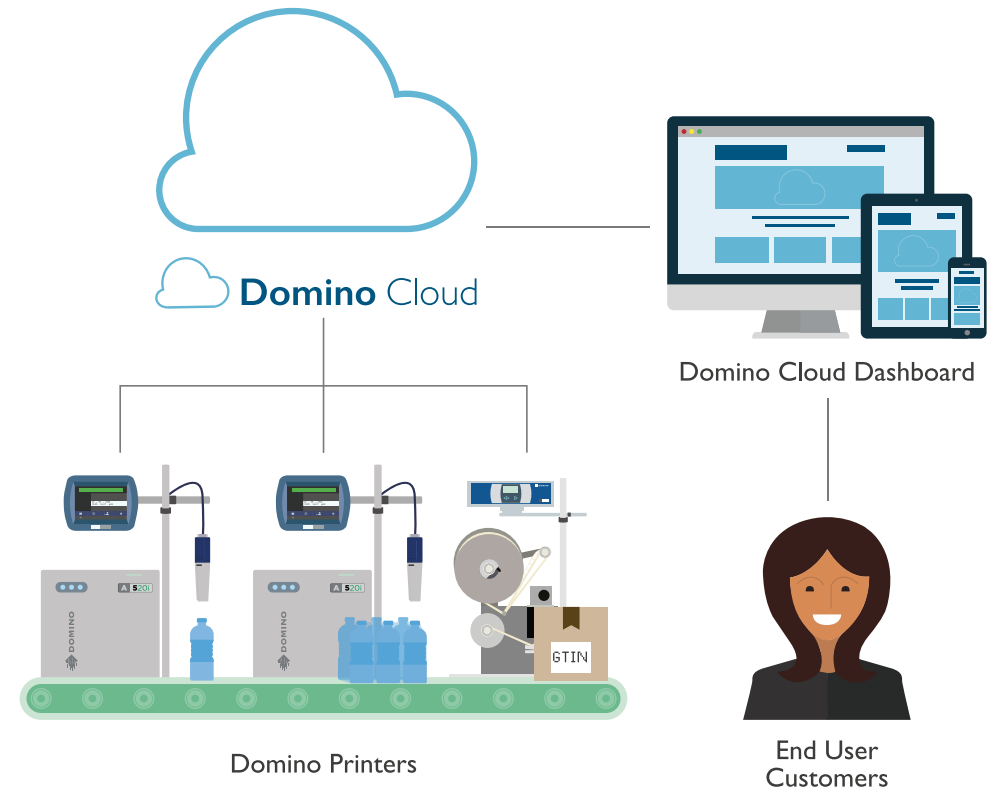**Anytime access to your printer systems**

Anytime access to your Domino dashboard to check your printer systems at all times. You can even log in to your Domino dashboard remotely via a secure login, allowing you the freedom to work away from your factory with full visibility of your working systems.

Secure access to your data via any mobile device

Secure access to the intuitive Domino dashboard is via a protected login and the information is viewable immediately from any connected device such as pc, laptop, tablet or smartphone.

View connected printers side by side

Save time and stay informed by viewing multiple connected **i-Techx** printers' up-to-date performance information side by side on the Domino Cloud Dashboard screen.

Domino Cloud

Domino Cloud Dashboard

Domino Printers

End User Customers

Case Study

The Domino Cloud dashboard allows Continental Tyres, Timisoara, Romania to view the consumption of ink and make-up per printer in real-time. Problems can be diagnosed from a distance by the helpdesk team and either fixed remotely or by despatching a service engineer who can fix the problem on-site. Continental considers Domino a valued partner, supporting its growth and expansion with high quality product solutions for their coding and marking needs.

''We highly recommend Domino Cloud as a user friendly remote tool that gives us useful management information insight into all our connected production lines.''

Dorin Cimpu, Manager Strategic Projects, Continental Tyres

Pro-active Service by Domino Helpdesk

Prevent faults from happening

Domino helpdesk enables maximum uptime of the printer's performance through remote monitoring and can initiate actions to prevent faults from happening.

Printer metrics are monitored remotely

Giving you the tools to improve production, printer metrics that contribute to the printer Overall Equipment Effectiveness (OEE) calculation are monitored remotely. You can also see print count statistics, print run rates, ink and makeup levels.

Automated weekly email reports

You can be reassured that your printers are working faultlessly through Domino Cloud notifications. With the right **SafeGuard** level, automated weekly email performance reports are also available to provide you with ultimate peace of mind.

OEE information for line improvement

See the status of your production at a glance with reporting that incorporates OEE calculations and printer usage charts. This information provides insights for line improvement and lean manufacturing initiatives.

Domino Cloud Features are Available with **SafeGuard**

The Comprehensive Service Packages for your **i-Techx** Printer

With four **SafeGuard** packages available, you have the flexibility to choose only what your business needs.

More information on **SafeGuard** can be found on the **SafeGuard** datasheet and on our website, **www.domino-printing.com/safeguard**.

We have security built-in from the outset; from the secure execution environment in which the software runs to the trusted certificate authentication of the device to our Cloud Service.

Network and data security is of utmost importance and therefore

- The Domino Cloud remote printer monitoring service has industry best practice 'end-to-end' security between the Domino Cloud Interface (DCI) monitoring the printer(s) and the Domino Cloud dashboard.

- The cellular communication messages between the DCI and Cloud platform are sent over SSL/ TLS encrypted channel.

- The DCI device and Domino Cloud mutually authenticate by trusted X.509 certificate exchange.

- Access to your customer dashboard account is protected by username and password.

	SafeGuard 100	SafeGuard 200	SafeGuard 300	SafeGuard 400
Parts and labour	✓	✓	✓	✓
Remote diagnostics*	✓	✓	✓	✓
Customer dashboards*	✓	✓	✓	✓
Online refresher training*	✓	✓	✓	✓
Selectable email alerts*	✓	✓	✓	✓
OEE/Report screen*	✓	✓	✓	✓
Annual optimisation		✓	✓	✓
Priority response			✓	✓
Customer reports*			✓	✓
Remote monitoring*				✓
24/7 helpdesk				✓

* Domino Cloud enabled   Options may vary according to territory

About Domino

Domino is the leading business within Domino Printing Sciences. Founded in 1978, the company has established a global reputation for the development and manufacture of coding, marking and printing technologies, as well as its worldwide aftermarket products and customer services. Today, Domino offers one of the most comprehensive portfolios of complete end to end coding solutions spanning primary, secondary and tertiary applications designed to satisfy the compliance and productivity requirements of manufacturers.

Domino employs 2,600 people worldwide and sells to more than 120 countries through a global network of 25 subsidiary offices and more than 200 distributors. Domino's manufacturing facilities are situated in China, Germany, India, Sweden, Switzerland, UK and USA.

For more information please visit www.domino-printing.com

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