

# newsnology

Issue  
1/2016

***"Our extensive experience with the shaftless drive technology is a great advantage here"***

Page 6-7 The Boston Globe

*"QIPC-EAE Americas has extensive experience of retrofit projects"*

Page 3

El Diario de Hoy

*"Competent service and spare parts for control technology in printing presses from leading manufacturers"*

Page 4-5

EAE service and support

*"Positive experience over a long period was one reason for continuing the partnership with EAE"*

Page 8-9

Oldenburgische Volkszeitung

# Highly regarded the world over

When expectations are more than met, that's good news that deserves to be reported. EAE has started the DRUPA year bursting with energy and altogether optimistically. Our positive business development in 2015 is predicted to continue at a similarly dynamic pace. Incoming orders last year significantly exceeded our expectations and we recorded a particularly sharp increase in sales in the newspaper segment. The excellent cooperation with Q.I. Press Controls (QIPC) was undoubtedly a key factor contributing to this success. Thanks to our close partnership, both we and our customers reap the benefits of QIPC's worldwide distribution network. We have

EAE also collaborates with customers to develop new, alternative production concepts for newspaper printing. You can learn more about one particularly ambitious project at the Boston Globe on the next few pages. This renowned American newspaper company is currently relocating its printing activities from the city centre to a cheaper site in the country, where a web press will be installed in a decidedly unconventional, floor-mounted configuration in a simple warehouse building. Fully equipped with EAE control and workflow technology, this press will allow highly flexible printing of newspapers and a variety of other products while saving both manpower and costs.

– including a few interesting enhancements to the EAE control console – at the upcoming DRUPA in Dusseldorf. Why not pay us a visit in Hall 16, Stand 16A16 We look forward to meeting you there!

Werner Ringel, Managing Director

[www.eae.com](http://www.eae.com)

***"Our tailor made retrofit solutions and upgrades are helping customers to make their printing processes more profitable and more efficient"***

managed to secure complex, strategically important retrofit and upgrade projects – for both existing EAE and third-party installations – with clients in the global newspaper industry and graphic arts in general.

Notwithstanding these encouraging successes in our traditional markets we also remain deeply committed to new business segments. Our intralogistics activities have been further strengthened with the development of more new products.

But to get back to the printing market: once again, this issue of EAE newsnology describes various projects where our customized retrofit solutions and functional upgrades are helping customers to modernize their existing production equipment and make their printing processes more profitable and efficient. For instance, a tailored retrofit is ensuring the continued availability and reliability of the newspaper web press at the Oldenburgische Volkszeitung in Vechta, a town in Northern Germany.

Several recent developments at EAE paved the way for our successful realization of customized retrofit and upgrade projects.

Our ongoing R&D work means that advanced, compatible products are ready when needed to take the place of those components and systems which are discontinued by suppliers, so that EAE solutions stay permanently up to date.

We are now going one step further with the latest addition to our portfolio, which draws on our extensive retrofit and service expertise: multi-vendor service and support. An article in this issue explains how this new offering generates decisive advantages for printers.

Last but not least, we'll be joining forces with Q.I. Press Controls to present the EAE product and service portfolio

Werner Ringel, Managing Director



New retrofit order for QIPC-EAE Americas from Salvadoran newspaper printhouse

# ***El Diario de Hoy trusts in EAE retrofit***

El Diario de Hoy, a newspaper publisher in the Central American country of El Salvador, has chosen QIPC-EAE Americas to carry out a retrofit of the controls for several key components of its newspaper press. The press in question is a Goss Universal 70 which went into operation at the newspaper print house in San Salvador, the country's capital city, back in 2001. Featuring seven four-high towers, it is capable of printing products with up to 112 pages in four color. The Goss operates seven days a week: in addition to two own dailies – El Diario de Hoy and El Mas – the company's portfolio also includes inserts and special supplements for both these newspapers as well as a large number of external contracts in various run lengths.

The need for a retrofit arose because various electronic components of the control systems had become technically obsolete and there were no longer any spare parts available in the market, leading to a higher risk of unwanted press downtime and lost productivity. Considering that the El Diario de Hoy press has never before been equipped with EAE control and automation technology, it was quite an achievement for QIPC-EAE Americas to win this latest retrofit order. "We selected QIPC-EAE Americas as our partner because they're a provider with extensive experience of retrofit projects and are able to support our particular press make", says Iliana Hernandez, Production Manager at El Diario de Hoy. "We're confident that this modernization program will significantly enhance the functional condition of our press compared to what it is now. We can also be certain that spare parts will be readily procurable for the newly installed systems."

QIPC-EAE Americas' agent, Juan C. Echavarria, Vice President of Sales of Print2Finish LLC, played an important part in winning El Diario de Hoy as yet another new retrofit customer in Latin American. "Newspapers in many Latin American countries are looking for ways to extend the life of their existing press equipment and ensure its continued reliability. In return for a moderate investment, they can

achieve this with a retrofit that is precisely tailored to the needs of each newspaper house in terms of scope and timing", adds Ronald Reedijk, Managing Director of QIPC-EAE Americas Ltd. "In El Diario de Hoy's case, in addition to the modernization measures that are immediately necessary, we will also lay the technical foundation for more retrofit steps in the next few years."

## **New intelligence for proven press equipment**

The retrofit project comprises the replacement of the electronic color, dampening and register control components, which are all quality-defining elements. The seven towers will be fitted out with numerous PLCs conforming to the current state of the art as well as IO modules for the spray dampening system, Goss ColorFlow ink units and side lay and circumferential registers. The contract also includes new EAE control consoles for one section of the web press with integration of the EAE INFO reporting and logging system.

Assuming everything goes according to plan, the retrofit will be completed in May 2016. The press operators will then have access to all quality-relevant control functions from a single, central point. This will help El Diario de Hoy to reduce its make-ready times plus start-up and run waste to a minimum while improving product

quality. "Our cooperation with QIPC-EAE Americas to date has been very successful. Everything has been ready on time and the quality of the technical information speaks for itself", Iliana Hernandez explains. "That's why we anticipate that the retrofit work will be executed accurately and in a timely manner, and that QIPC-EAE Americas will provide us with excellent after-sales support."

***"QIPC-EAE Americas has extensive experience of retrofit projects"***



*Fabricio Altamirano, CEO of América Interactiva and El Diario de Hoy, with Iliana Hernandez, Production Manager at El Diario de Hoy, in the newspaper's editorial office*



# Flexible solutions for custom services and support

**You often only realize how competent and efficient a service organization is when it matters most: when you run into a serious problem or damage occurs. EAE's Customer Service department is specialized in finding rapid and targeted solutions in precisely this kind of situation, restoring the customer's full productivity as quickly as possible being the main priority. EAE has several decades of experience as a provider of services and support to the graphic industry. Meanwhile their service portfolio extends to EAE systems installed on newspaper presses of leading manufacturers as well as third-party control and automation technology for packaging printing presses.**

Services have always been a pillar of EAE's portfolio of control and automation solutions for the printing industry. The idea is to help customers worldwide operate with EAE technology fitted equipment as reliably, productively and efficiently as possible throughout their entire lifespan.

## High-performance services and direct availability of spare parts mean added benefits for customers

EAE control technology is found in all major newspaper web presses from manufacturers like KBA, Manroland web systems, Goss, Clauberg or Wifag. Qualified support and a secure supply of spare parts are guaranteed by EAE's Customer Service department for all such installations. With its broad practical know-how, EAE Customer Service is also well placed to support controls developed and manufactured elsewhere. And that's not all – meanwhile services and support from EAE are available for the control technology of packaging printing presses too. EAE's Customer Service experts have already gained experience with complex

service and upgrade projects on production equipment from Cerutti, W&H and Bobst, amongst others. And in cooperation with partners, EAE Customer Service provides services and support covering a vast array of components from drive controllers to ink zone controls.

The efficiency of a service organization largely depends on the qualifications of its staff. That's why all members of EAE's 20-strong service team – most of them electronics technicians or information technology experts specialized in systems integration – can draw on a long history of experience in the field. "Before anyone joins Customer Service, they have to acquire considerable practical knowledge and familiarity with day-to-day working conditions on field service assignments supporting installation and commissioning or providing start-up assistance when production takes off. Our service technicians undertake field service

***"Competent service and spare parts for control technology in printing presses from leading manufacturers"***

assignments every now and then to make sure they stay in touch with the real world. All our staff are trained to solve problems in the shortest possible time and with the least possible fuss", says Christoph Wenk, Customer Support Manager in charge of control technology in EAE Customer Service.

## 24/7 telephone support – just one of many components

EAE offers 24/7 telephone support for service calls 365 days a year. Strictly speaking, there are two hotlines in Ahrensburg – one for press, reels and general controls and one for workflow and other software products. A separate hotline exists at the EAE service centre in the U.S. to ensure 24/7 support in North, Central and South America.

Whether it involves an acute production problems or an order for spare parts, for example for a Goss web press control,



An EAE Customer Service expert is checking spare parts

anyone who contacts the service hotline knows they'll always be greeted by a competent expert. The fact that every caller talks to EAE service technicians directly avoids misunderstandings and facilitates short response times and prompt resolutions. Another advantage should also be mentioned in connection with EAE systems: all installations are shipped with an access for remote diagnostics and service, so that EAE Customer Service can actively intervene to analyze the

problem online and take corrective action where necessary. Service specialists not only have direct access to the complete documentation for all EAE products but also to the know-how and expertise of EAE's hardware and software developers.

More than 95% of all problems reported to EAE Customer Service can be resolved over the phone or online during a remote support session. In the rare event that this is not sufficient, EAE Customer Service experts are at hand to carry out field service assignments anywhere in the world at short notice.

### Expertise in unconventional solutions and intelligent modernization

If the customer so wishes, EAE Customer Service will also do its best to extend the life of older control systems insofar as this is technically feasible. For this purpose a comprehensive stock of spare parts, which can be shipped around the globe, exists at the Ahrensburg premises. This "treasure trove" is extremely useful, for instance, if a bridging solution is necessary until the new equipment is installed. If a particular spare part is no longer available, EAE's own Repairs department can often step in to repair the component in question.

Intelligent modernization is additionally offered by EAE Customer Service as an alternative to simply swapping parts or components. In the past, for example, development engineers in Ahrensburg have converted ink zone controls from a conventional serial interface to advanced CAN bus technology and replaced old drive controls with an adapter solution featuring the latest EAE systems.

"These capabilities put us in a position to provide long-term support and spare parts guarantees to any third-party retrofit customer who opts for EAE beyond our traditional client base", emphasizes Gerhard Donner, Head of Spare Parts Management at EAE. All customers – owners of EAE installations and users of third-party control technology – can take advantage of multi-level service agreements. Since the installed technology is no less diverse than customer needs, these agreements can vary substantially in terms of price and what they cover.

"The basic agreement comprises 24/7 telephone support and hence priority handling, which is especially important if equipment breaks down. Our experts also recommend various add-ons where appropriate", explains Stefan Hill,

responsible for workflow systems within EAE Customer Service. These add-ons can be, for example:

- **Remote diagnostics and support**
- **Regular service visits**
- **Annual on-site audits to analyze weaknesses and identify maintenance and optimization needs**
- **Cyclic software updates – service customers receive the latest software releases with all new features once a year**
- **Adjusted hourly rates for field service assignments**
- **Extended availability of spare parts**

In short, EAE Customer Service's tailored services and support help clients in the graphic communications industry maintain or restore the reliability of their production equipment in an optimal way.



EAE offers 24/7 telephone support for service calls 365 days a year



# EAE control technology for a novel newspaper production concept

**EAE is involved in one of the most exciting investment programs currently being undertaken in the international newspaper world: American newspaper publisher The Boston Globe is relocating its printing activities from Boston city center to a cheaper site in the country, where a newly configured press will allow both newspapers and commercial jobs to be printed extremely flexibly and efficiently. EAE will supply the complete press control, control consoles and EAE PRINT production planning and preset system for the FlexPress web press designed by Pressline Services.**

Faced with an erosion in circulation figures and revenue from printed products, newspaper publishers the world over are desperately seeking ways to produce more efficiently at lower cost while simultaneously making their newspaper operations fit for the future. The Boston Globe is investing in a unique new facility for precisely this reason. Established in 1872 and headquartered in Boston (Massachusetts), the company is relocating its newspaper printing activities from Dorchester, a Boston district, to a business park in Taunton, some forty miles to the south. The present, 17 acre city center site is a highly desirable property and has already been put up for sale.

## **An unconventional newspaper printing facility ...**

The Boston Globe's newly acquired production facility is a large warehouse

building in Taunton with 328,000 square feet of usable space and excellent traffic links that has remained vacant for several years and was conducive to conversion to a newspaper print shop with relatively little additional infrastructure. The Globe's future home will enable newspapers to be produced far more efficiently than has been possible in the past. The convenient location, with quick access to major motorways, will speed up the distribution process. Apart from The Boston Globe and other own titles, various external contracts – The Boston Herald, The Worcester Telegram & Gazette, The New York Times and USA Today will be printed at the same facility, which will not go fully live until February 2017. There are also plans to utilize daytime capacity for commercial jobs.

## **... with unconventional press equipment**

The Boston Globe chose Pressline Services Inc.'s FlexPress for its new facility. The novel FlexPress concept developed by Pressline Services is a budget-conscious newspaper printing solution offering tremendous flexibility and productivity, combined with ease of use and uncomplicated roll handling, for a comparatively modest investment. Production will in future be possible on a single level thanks to the FlexPress's special architecture. It can be installed in a normal industrial environment, with no particular requirements the foundation or the height of the building.

The FlexPress will not be newly built: it will rather be put together from used Goss Urbanite single width printing units, overhauled by Pressline Services, as well as folders and reel stands. The complete line



for The Boston Globe is comprised of 144 single width printing units for a maximum web width of 36 inches, 44 reel stands and four folders. The printing units and reel stands are divided into 22 zones, which are grouped together in four sections with one folder each. Each zone has either five or eight printing units, so that flexible color capabilities are available in two-web operation: 1 x 4/4 and 1 x 1/1 or 2 x 1/1 or alternatively 2 x 4/4 or 2 x 1/1. Another special feature of this innovative web press is that the folders can be right-angled into the printing units. This configuration lets multiple web widths be incorporated for individual products without any time-consuming adjustments. What's more, the versatile web lead options in the press mean multi-color advertisements can be placed on any newspaper page in full compliance with advertisers' needs.

#### **Latest generation of control and automation technology**

The printing units were originally designed to be driven in the traditional way via a mechanical shaft. Instead, they will be equipped as part of the migration to the FlexPress with advanced, shaft less AC drives from Bosch Rexroth, to be controlled by means of an EAE-programmed PLC with Profinet based I/O data communication. When asked to sum up what persuaded Pressline Services to award the contract for the web press's entire control and control console technologies to EAE, Ronald Reedijk, Managing Director of QIPC-EAE Americas Ltd., first cited EAE's general innovative vitality and before adding: "Our extensive experience with the shaft less drive technology – and particularly with the Bosch Rexroth platform, with which we were already familiar from other projects with more than 200 different presses – was a great advantage. The fact that we have an established customer base and a strong local service and support organization in the U.S. was also important."

*Taunton, the new hometown of The Boston Globe*



A project team at EAE in Ahrensburg, Germany, launched into the development of the press control concept back in May 2015, with in-house integration tests taking place in January this year. The unusual press concept presented the development engineers with several challenges. "The division of the web press into zones and the 90° arrangement of the folders resulted in flexible printing configurations that had to be embedded in a special software concept. Furthermore, a brand new hardware environment needed to be designed for the press control in this set-up while the multi-vendor components – for instance, the ink zone, spray dampening and register control systems – have interfaces to a TCP/IP network, which all the press control and control console components use to communicate with one another", explained Marc Huse of EAE's project management team.

The FlexPress in Taunton will be equipped with a total of eight latest-generation EAE Baltic Star control consoles, namely two per section. The Boston Globe will also acquire an EAE PRINT production planning and preset system. This reduces planning and make-ready times by calculating the preset values for all systems controlled from the control console, such as the ink zones, dampening, registers, web tension, etc.

Once the planning phase is over, the EAE systems in the first FlexPress section will be put into operation in May 2016, with all installation work due to be finished in July 2017. Ronald Reedijk: "We're delighted at the chance to collaborate with Pressline Services on this ambitious project and demonstrate our ability to deliver innovative and powerful solutions for any new production concept in the newspaper industry".



***"Our extensive experience with the shaft less drive technology is a great advantage here"***

# Retrofit improves production stability

Newspaper publishers can generally manage without a lot of things – but efficient production technology is not one of them. When the threat of disruptions, or in the worst case a total breakdown of the printing press, constantly hangs over the production process like the sword of Damocles, it's time to do something about it. At the Oldenburgische Volkszeitung in Vechta, a small town in Northern Germany, experience with precisely this kind of problem led to a retrofit project in which EAE has been charged with replacing the PC and control hardware for the web press and implementing a whole series of optimization and modernization measures.

Newspaper printing is Oldenburgische Volkszeitung Druckerei und Verlag KG's business mainstay alongside digital media. This North German newspaper house, at home in the historic town of Vechta, focuses on local markets. It employs around a hundred staff and has been run by Managing Director Christoph Grote since 2010. The Oldenburgische Volkszeitung, with a circulation of nearly 22,000 from Monday to Friday and 24,000 on Saturdays, is the company's main product; it is complemented by the weekly OV am Sonntag (56,500 copies every Sunday). Special home-grown publications and diverse contracts in runs of up to 100,000 round off the portfolio. All in all, the newspaper house prints up to 1.7 million copies per month.

This volume is achieved on a Clauberg Colorstar web press installed in 2000 and featuring three reel stands, two towers and one folder as well as EAE press control and

control console technologies. The original configuration comprised a manroland UNIMAN, a Clauberg blanket-to-blanket four-high tower (built in 2000) and two folders. It was expanded in 2007 with an additional Clauberg tower consisting of two 9-cylinder satellite units, to enable 32 pages to be printed entirely in four colors in a single run and simultaneously improve print quality. The manroland UNIMAN and the older folder have meanwhile been dismantled.

## Pressing problems call for a professional solution

Several hiccups were experienced with the web press in the course of 2015, including a total breakdown, with the result that print jobs occasionally had to be outsourced. "We were constantly having problems with the drive controls, which are Siemens-made and maintained by EAE's Service department. This vulnerability was something we had to get

to grips with to safeguard our production reliability. After contacting EAE Service, it emerged that there were also numerous other critical points. This all together, the present retrofit order for EAE was considered to be the best option", reports Marco Sodenkamp, who is responsible for web press operations. "In addition to dealing with the most acute problems, the retrofit mainly entails replacing various press control components where the hardware has already been discontinued by the manufacturer. The central objective is to assure the future stability of our web printing processes. And when I say 'future', I'm talking about a time frame of at least ten years. Of course, one very important aspect here is the availability of spare parts – knowing we can get hold of essential hardware if ever any of our equipment happens to give up the ghost."

The project kicked off early in the new year 2016 when EAE Service started working on the web press drives. Since not all of the towers are the same age, the drive controllers were first all upgraded to the same, current software release. At the same time, gaps in the spare parts inventory were filled and relevant parts actively tested in the press, while the section control computer was replaced. Furthermore, the abandonment of the existing EAE Service PC in favor of a new model paved the way for comprehensive remote access to all EAE systems installed at the Vechta plant for diagnostics and troubleshooting.

## Retrofit improves production stability in the long term

These measures will be followed by the proper retrofit, which EAE will plan, prepare and realize in line with the customer's highly specific requirements. An EAE



Bernhard Schmiedeberg, Sales Manager, EAE (on the left), and Marco Sodenkamp, Print Production Manager at Oldenburgische Volkszeitung



Arcnet check is part of the package. The Arcnet networks in the press, which are used by the control components and other electronic assemblies to communicate with one another, will be visually inspected and subjected to stress tests with detailed measurements based on systematic planning. EAE experts will provide clear recommendations for rectifying any shortcomings which are identified.

Another key element of the retrofit action plan will be the substitution of the EAE control console PC hardware with a newer generation and, linked to this, the migration of the console's control software from Windows 2000 to Windows 7. These changes will also include updating the EAE Density system (ink key calculator) and upgrading the old EAE InkSetter system to ink presets on an EAE PrintPP. "Apart from the advantages connected to ink presets, which will become self-optimizing as a result of the upgrade, we expect to profit from new preset options for register control and web tension that will make it easier to set up the web press and the printing process", Marco Sodenkamp continues.

EAE will also take the opportunity to introduce next-generation process control hardware and software. Discontinued SBC (Single Board Computer) controls for the towers, folder and folder superstructure will be superseded by EPC2020 units (Embedded Press Controller). Similarly, new EPCE units will take the place of the discontinued SBCE4 expansion modules.

The technicians have a relatively large time window in which to complete the retrofit work, because the web press is in operation daily from either 5 or 7 p.m. until 1 a.m. or occasionally 6 a.m. "However, it's a basic requirement that the retrofit activities be carried out step by step in such a way that we're guaranteed normal production again in the evening", he explains, adding that the cooperation with EAE is excellent and absolutely reliable. "I only joined the company in February 2015, but I'm familiar with EAE control technology and the supplier from fourteen years spent previously at the Hanauer Anzeiger. This positive experience over a long period was one reason why we decided to pursue our partnership with EAE further."

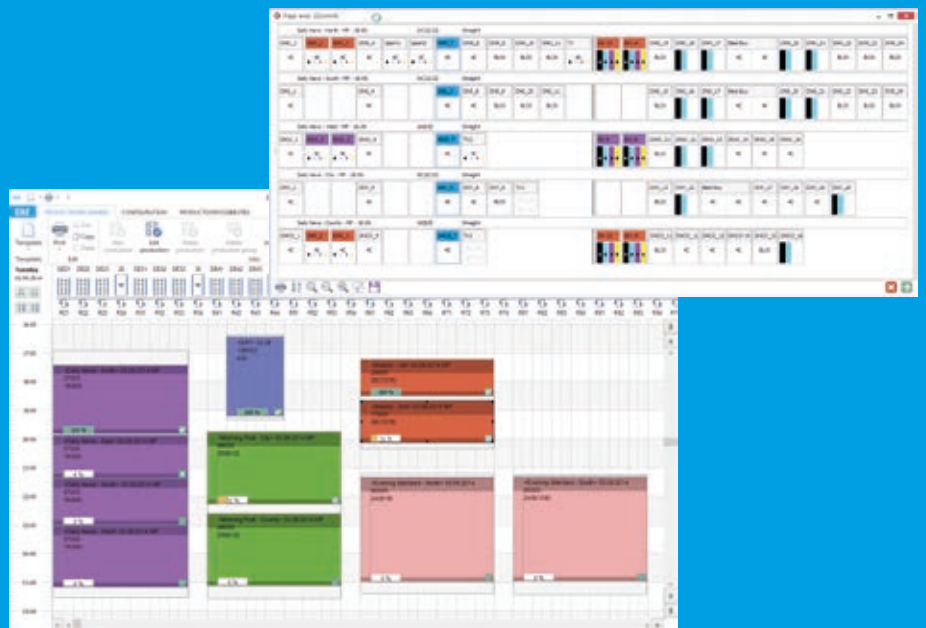
## ***EAE PRINT 6.1 – new GUI design and major behind-the-scenes advances***

Nothing is so good it can't be improved. This, in a nutshell, was the maxim adopted when developing the new Version 6.1 of EAE PRINT. The planning and setup system for web presses, mainly used in newspaper production, has now been optimized in a number of ways. The EAE development team responsible for the upgrade from Version 5.x had several objectives in mind: to further enhance ease of use and ergonomics, to modernize the systems architecture and thus ensure continued support for the next few years and to increase overall efficiency.

### **New GUI: Lean, clearly structured and efficient**

The most striking innovation is the fresh new layout of the graphical user interface. PRINT 6.1 has a contemporary, flat design inspired by the look and feel of Windows 10. The simplified symbols and icons with no unnecessary frills are the key to maximum convenience and smooth interaction with the system. The operating concept, too, has been extensively optimized. EAE PRINT's new user interface is clearer and more efficient, so that there is even less risk of human error.

"EAE PRINT 6.1 is a planning and setup solution for web presses that keeps our customers at the cutting edge of technology and usability. At the same time, the new version guarantees continued support for existing systems in the form of updates or retrofits for several years to come", says Andreas Dau, Manager R&D and Business Development at EAE.



*The redesigned EAE PRINT 6.1 GUI – the resource and page planning views are shown here – was inspired by the contemporary, flat design of Windows 10*

# What... ...that much?

- Find out your savings when investing in  
the QIPC-EAE Performance Package -

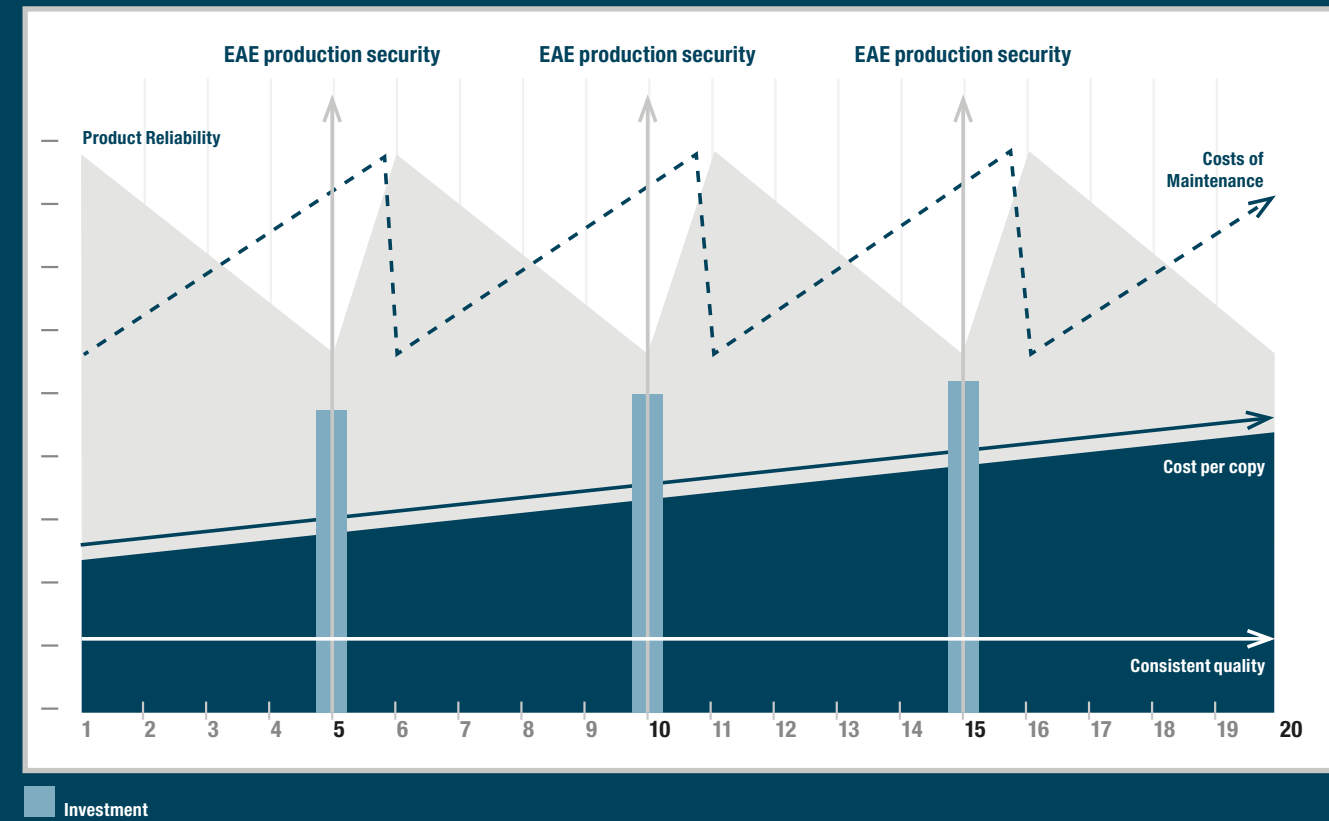
**QIPC-EAE PERFORMANCE PACKAGE**

**QIPC-EAE PERFORMANCE PACKAGE**



# QIPC-EAE PERFORMANCE PACKAGE

## EAE production security



Some economical events like inflation in raw material prices cannot be avoided. Those will always remain having their (increasing) effect on the cost price over the years. However the solutions of EAE will facilitate your production and enable you to produce as economically as possible: from planning via control down to the management system. By (periodically) investing in EAE's solutions you will not only be provided with the latest updated technology in hard- and software, but you are also guaranteed of a good and stable production security, making sure your customers will always have consistent quality at a competitive price. To be continued...

## Stronger together

As far as Q.I. Press Controls director Menno Jansen is concerned, it was the highlight of 2015, at least that's what he tells us in the foreword of this registerFOCUS: the successful introduction of the Performance Package. This single package combines the products of Q.I. Press Controls (QIPC) and Engineering Automation Electronics (EAE) in one. Not only does Menno Jansen see its great advantages, more and more clients of QIPC or EAE are choosing to install their software, control and automation systems jointly from these two partners. "We are able to offer our clients both exceptional production reliability and a rapid return on investment."

QIPC acquired the German-based company of EAE in 2014. The positive effects of this takeover were plain for all to see, amongst new and existing clients of both businesses. Whereas QIPC delivers top-quality measurement and control systems for the printing industry, EAE is able to do the same with its own software and control systems. By joining together these two integral parts of the printing process in a single Performance Package, not only can we guarantee the quality standards required of the end product, but we can also help bring about major savings.

### Investing in automation

One of the companies already taking advantage of this offer is IPM Press Print, based in Anderlecht in Belgium. IPM Press Print was already a client of EAE before it was taken over by QIPC. Initially, it was the intention of managing director Eric Bouko to invest only in a necessary update of its existing EAE control systems. This was until he heard about the possibilities of the Performance Package. "By likewise investing in QIPC's automation system, we no longer needed to install as many control systems", Eric Bouko says, explaining why he decided to invest in QIPC's automation services. If it's possible to have certain processes automated by QIPC, there's no longer any need for other control systems. "What's more, further automation will reduce the number of operators per machine." In IPM Press Print's case this meant savings of two operators per shift.

Erwin van Rossem, Head of Sales at QIPC, was closely involved in this particular deal, as well as a number of other Performance Package orders. He has witnessed at close quarters why so many companies are choosing to go with a single Performance Package. "The collaboration between the two companies enables us to offer the key aspects of both systems that are QIPC and EAE, in a single order. Greater production reliability can be ensured by means of an update of the EAE systems. And thanks to the automation services QIPC provides, we can offer much quicker returns on the overall investment."

### Complementary

Another company that recently invested in a Performance Package is L'Union, part of Groupe Rossel, based in Rheims, France. Erwin van Rossem was also involved in this deal: "It's not always easy for production managers to convince senior management of the need to invest in production reliability. After all, the return on investment isn't immediately obvious - it's a case of risk management. At first, this publisher was reserved to invest in the production reliability represented by an update of the EAE systems: in other words, they were taking the risk of the systems just giving out at some point in the future. That was until we told them about the possibilities of a Performance Package." After all, by investing in QIPC's automation systems, fewer EAE systems would need updating and - in the case of L'Union - one operator less per shift would be

needed. "Suddenly, it stirred their interest. That's the good thing about the Performance Package. It gives you both production reliability and a quicker return on investment. They complement each other."

### Added value

Thanks to QIPC's automation systems, an EAE control system becomes a more attractive proposition. On the other hand, QIPC clients can now acquaint themselves with the ease-of-use and the production reliability of EAE's control systems. Erwin van Rossem: "In some cases, the differences between control systems are small. By adding QIPC automation to our EAE systems, we are able to offer more than other parties only able to supply a single control system. This means we are able to create added value." That was exactly why Sanomapaino in Finland opted for a Performance Package for its printing plant in Vantaa. At the time, former Vice-president Hannu Saarnilehto had this to say: "In our view, there was no single party that stood out from the rest. The operators had a preference for EAE and furthermore, they were able to offer a little bit more in terms of automation. However, QIPC and EAE together gave us an opportunity to bring about production savings at an affordable price. It was for that reason, we decided on a Performance Package." Janne R  ih  , current production manager in Vantaa, is quick to underline the decision. "What we said at the time, is still true today."

Another benefit which has promoted many printing plants to opt for the Performance Package, is that only one project manager is needed for both automation and control systems. This was one of the reasons that convinced Polaris Trykk to invest in a Performance Package for their plant in the Norwegian town of Harstad. Erwin van Rossem: "Another advantage is the improved communication. What's more, clients can make a conscious decision to continue working with just one partner. Should a client originally with QIPC client choose to buy the Performance Package, they will receive just one invoice from QIPC and not from EAE as well. The same is true the other way round."

### Service contract

Part of the Performance Package for Polaris Trykk includes a five-year service contract. This means the Norway-based company has the convenience of working with just one contact person should something go amiss with either of the systems. "We give 24/7 support", explains Erwin van Rossem with respect to the service contract. "If necessary, we'll fly someone in, but usually we can solve the problem from base. "We can take the worry off the client's hands". Operators can send a report at the push of a button to the service point, where our specialists look at what the problem is and solve it on the spot.

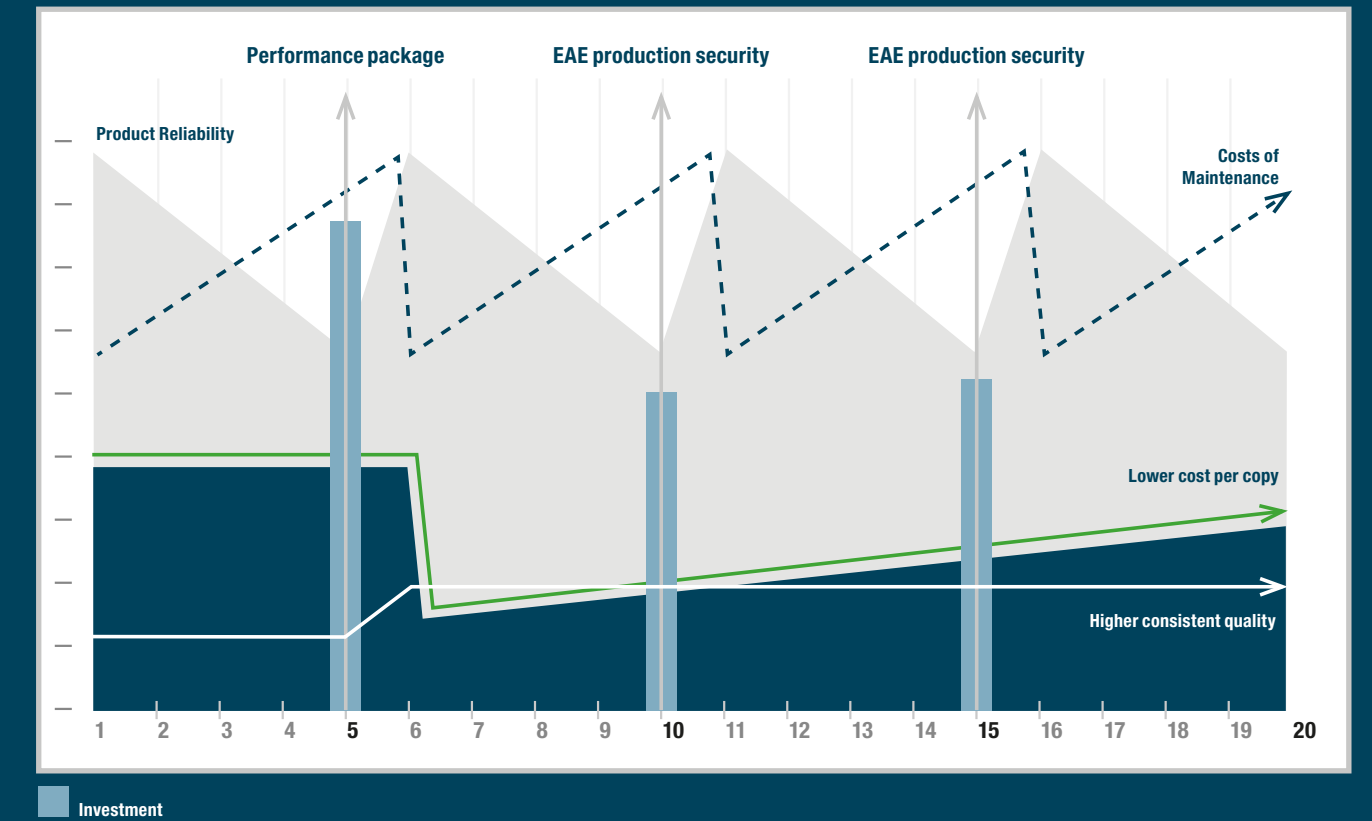
As well as Polaris Trykk, L'Union, Sanomapaino and IPM Press Print, Performance Packages have also been sold to Sjaellandske Medier (Holbaek, Denmark) and Okaz Press and Publication (Jeddah, Saudi Arabia). In addition, QIPC and EAE are in negotiations with several other interested parties. As the examples show, there is no one standard Performance Package. "Each package is geared up to the individual client", explains Erwin van Rossem. "While one company might have a need for measurement and control systems for color register, some might need cut-off register and others density control. And as well as the physical systems, the service contract provides additional options. We discuss with each individual company what's best for them and on this basis put together a Performance Package. There are numerous possibilities."

### Fantastic

On top of what has already been said about production reliability, rapid return on investment and the convenience of having just one contact for both the control systems and automation, it is of course much cheaper to buy both systems from just one supplier. "Thanks to the benefits of synergy generated by the collaboration with EAE, we can work more efficiently, as well as lower our margins with a Performance Package", concludes Erwin van Rossem. "For sure, the client gets a much better price."

## "The collaboration between the two companies enables us to offer the key aspects of both systems, that is QIPC and EAE, in a single order"

## EAE production security + QIPC Automation = Performance Package



### ... Continued

As said an increase of the cost-price over the years due to the inflation cannot be avoided. However when bringing the cost price to a minimum this unavoidable price increase will remain relatively low. This can be realized by making the combination with both the solutions of EAE and QIPC. Will EAE ensure production security, QIPC will, on top of that, ensure quality improvement at lower costs by employing their fully automated measuring and control solutions. The investment has a quick return of investment. Offering the highest consistent quality possible and the lowest price possible, gives you the ultimate competitive advantage.



Performance Package order

← IPM Press Print, Anderlecht Belgium  
Eric Bouko (Director IPM Press Print) and Erwin van Rossem (Head of Sales QIPC)

→ Polaris Trykk, Harstad Norway  
Fitr: Erwin van Rossem (Head of Sales QIPC), Asmund Kildal (Plant Manager Polaris Trykk), Kjeld Haugesten (Graf-TEC, agent QIPC-EAE), Steinar Bakken (CEO Polaris Trykk), Erik van Holtten (Chairman QIPC)



Performance Package order

→ OKAZ Organisation for Press and Publishing, Jeddah (Saudi Arabia)  
Fitr: Tarek Khayat (Press Manager OKAZ), Erwin van Rossem (Head of Sales QIPC), Abdul Aziz Ben Abbas Al-Sehili (Deputy General Manager OKAZ) Toufic Hachicho (Al-qaswa Development Est., agent QIPC-EAE)



Performance Package order

→ Sanomala, Vantaa Finland  
Fitr: Janne Raiha (Production Manager Sanomala), Juha Kankainen (JK Automation Ky, agent QIPC-EAE), Ismo Vuoksio (President Sanomala), Erwin van Rossem (Head of Sales QIPC) Jorma Kyr   (Managing Director Sanomala) and Hannu Saarnilehto (Vice President of Technology Sanomala)



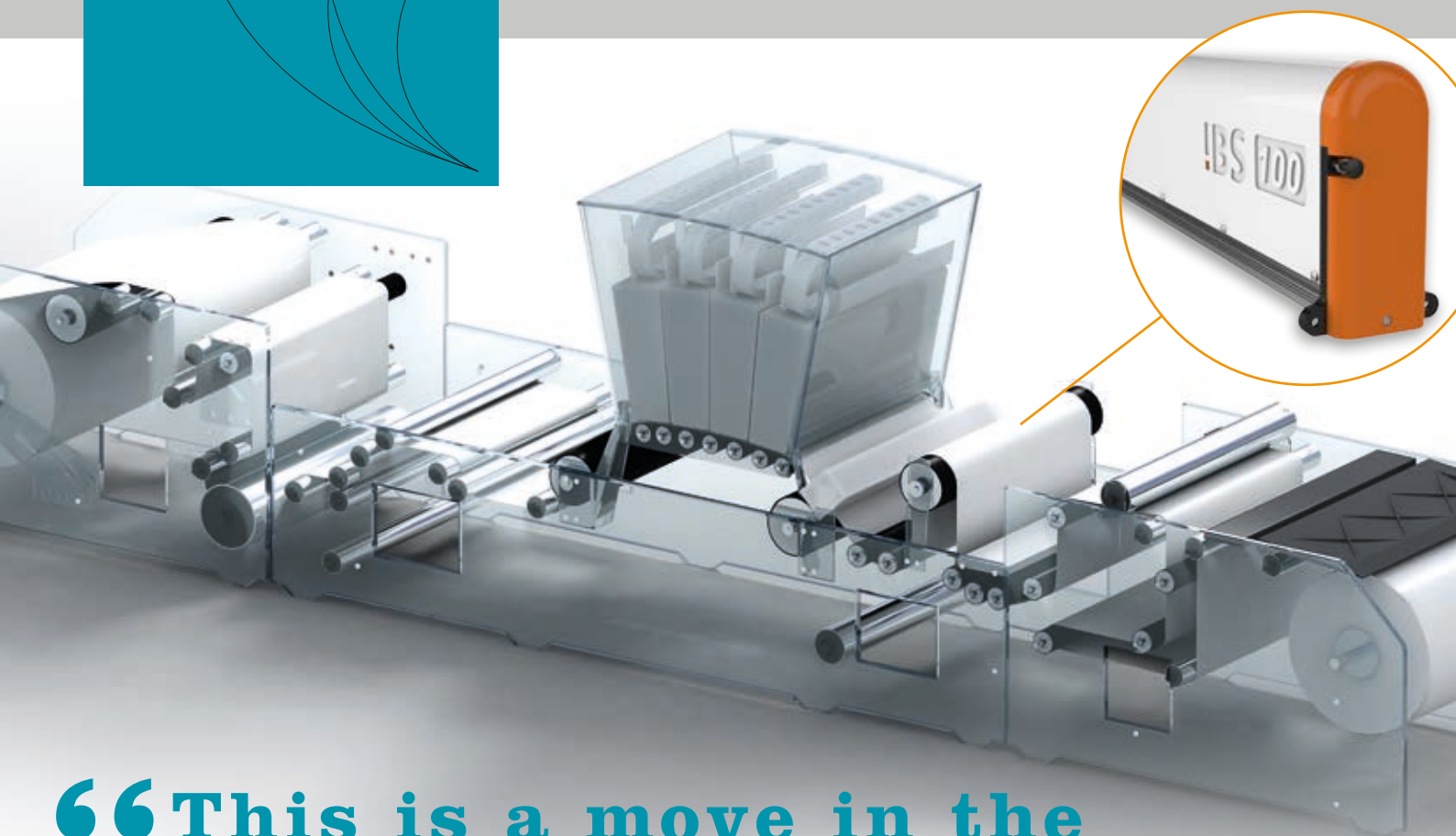
Performance Package order

→ Sjaellandske Medier, Holbaek Denmark  
Fitr: Erwin van Rossem (Head of Sales QIPC), Niels Grinst  d (Print Manager Sjaellandske Medier) and Jari S  derqvist (Picullell & S  derqvist, agent QIPC-EAE)



Performance Package order





## “This is a move in the direction of the packaging industry”

Article IBS-100 - Page 6-7

The collaboration between the two companies enables us to offer the key aspects of both systems, that is QIPC and EAE, in a single order

Article QIPC-EAE  
Performance Package -  
Page 10-15

"Thanks to the investment in the Performance Package L'Union can do with one less operator on the press"

Article L'Union - Page 5

"The turnaround was tremendous. The system now does what it was purchased to do"

Article Polestar - Page 8-9

"With the merger of EAE and Q.I. Press Controls, we expect an even better implementation and new developments"

Page 3

"2015 was a lucrative year for us in many ways"

Page 2

# 'Worldwide partner with multiple specialties'

In 2016 Q.I. Press Controls (QIPC) intends to remain a major player in the fascinating and ever-changing market that is the printing industry. If 2015 proved one of its most successful years, according to Menno Jansen, one of QIPC's two directors, the Dutch specialist in measurement and control systems for the printing industry can expect even greater things in 2016. With the asset acquisition of German-based INTRO International at the end of 2015, this year QIPC aims to intensify its efforts in the digital printing, labeling, and packaging market. The collaboration between QIPC and operating systems developer Engineering Automation Electronics (EAE) also made successful inroads into the market with its Performance Package, in great demand from printers the world over in 2015.

"2015 was a lucrative year for us in many ways", says a satisfied Menno Jansen. "We achieved a growth of five percent, which is unique in the printing industry. For me in particular, the partnership between QIPC and EAE stands out. This resulted in the Performance Package. The synergy between the two companies was responsible for bringing about some fantastic orders." You can read all about the Performance Package elsewhere in this registerFOCUS.

## Wider horizons

In 2016 QIPC will be extending its horizons even further. The company aims to expand into other segments of the printing industry. For example, QIPC has acquired the assets of INTRO International, which will enable the company to encroach into the digital printing, labeling, and packaging market. "Both QIPC and EAE are unswerving in their commitment to the printing industry", explains Menno Jansen. "And our aim is to continue growing in this area. At the moment, we're keeping a close track to see if we can boost this with further acquisitions. In particular, we'd like to be a partner for printing companies with multiple specialties. On the other hand, potential partners will be able to fall back on our extensive know-how and network."

Menno Jansen sees a future in the labeling and packaging industry. "Its importance for us will continue to grow. There's always going to be a demand for packaging. At the same time, we can also supply products for machines that print labels or personalized packaging. But newspapers and magazines will also be with us for a long time to come. It would seem that kids today still like the look and feel of paper in their hands. In fact, the book market is even expanding; more books are now being sold than ever before."

## DRUPA

The 2016 DRUPA, the most important exhibition for the printing industry, is just around the corner. QIPC will be putting in an appearance at the Dusseldorf-based show with its very own stand. "DRUPA is always important", adds Menno Jansen, looking forward to the show. "Our aim is to present ourselves as a tried and trusted partner worldwide, now and in the future. It will also be a platform for our new bar sensor called the IBS-100." The IBS-100 is the first product the combined technologies have delivered. You can read more about this in registerFOCUS. Menno Jansen: "Let me close by wishing everybody an enjoyable read with this latest registerFOCUS."

Menno Jansen & Erik van Holten, Board of Directors  
Q.I. Press Controls

**"2015 was  
a lucrative  
year for us  
in many  
ways"**

Erik van Holten and Menno Jansen holding the  
artist impression of the IBS-100



# QIPC – EAE provides Funke Druck with automation and efficiency

**Funke Zeitungsdruckereien, one of Germany's leading media concerns, has decided to invest in a fully automated solution from QIPC – EAE. It was at the World Publishing Expo 2015 in Hamburg that the two organizations came into contact with each other. After a round of lengthy talks, the two parties decided on what the best options would be to increase efficiency levels for the Funke Druck plants. The outcome: an extremely large order for its plant in Hagen (D), in which the strengths of the two organizations, Q.I. Press Controls and EAE, would come to the forefront.**

Funke Druck is not unfamiliar with the work of EAE. For many years, the two companies have been working together to optimize the plant's printing operations. Klemens Berkold, manager at Funke Druck, explains that EAE is its main partner when it comes to machine control, planning and reporting systems. The organization is already using EAE's VIP systems - Print, Dispo and Statistics - and now plans to add EAE's VIP Link. Klemens Berkold explains the reasoning behind the decision: "Our printing plant uses a centralized management system which provides detailed reporting. VIP Link creates specialized reports which tie in with our own preferences. It enables us to access more detailed information which in turn allows us to integrate QIPC's IQM in the existing systems and evaluations."

This major order has come about because of Funke Druck's positive attitude towards QIPC – EAE. The company has also entered into a partnership with Q.I. Press Controls. Q.I. Press Controls will be responsible for automating the color control and the register for the WIFAG OF470GTD newspaper printing press with thirteen towers and five folders. Half of the order comprises 26 IDS-3D cameras for density regulation with integrated color register and the optional Automatic Ink Mist Shield (AIMS), dampening control, fault detection, inkductor control and waste gate control. The other half consists of 26 mRC-3D cameras

for the cut-off register with the optional AIMS, motorized scanner bars and integrated side-lay control.

Klemens Berkold tells us that expectations are high at Funke Druck: "Q.I. Press Controls is market leader. We expect that the collaboration with EAE will bring about a complete integration when it comes to the new Q.I. Press Controls system components and our existing systems and operating environment. Funke Druck anticipates that the investment will lead to improvements in product quality and a reduction in costs due to increased efficiencies in its printing operations."

QIPC – EAE is looking forward to a continuation in its positive, valuable and long-standing collaboration with Funke Druck. All the signs point towards this end. "With the merger of EAE and Q.I. Press Controls, we expect an even better implementation and new developments in the reporting system and in the operating environment of the press", Klemens Berkold concludes.

## About Funke Zeitungsdruckereien:

Funke Zeitungdruckereien is a collective name for the printing plants owned by Funke Mediengruppe, the German-based multimedia concern. The organization adopts a cross-media approach and links up all these channels in an intelligent fashion. The group combines local newspapers in Germany with regional ones, so that it can continue developing its business. The three pillars on which the company is founded are: enterprise; satisfaction through competition; and striving for excellence.

**“With the merger of EAE and Q.I. Press Controls, we expect an even better implementation and new developments”**



Ftr: Erik van Holten (Chairman, QIPC – EAE), Klemens Berkold (Manager, Funke Printing), Heinz Schwieger (Purchase Manager Funke) and Jaco Bleijenberg (Director of Int. Sales and Marketing, QIPC)



# Egypt discovers Q.I. Press Controls

**Q.I. Press Controls, the Dutch specialist in measurement and control systems for the printing industry, continues to spread its wings on the international market. Egypt too, has been discovering the benefits offered by Q.I. Press Controls' automation systems. GPS for Printing, Publishing and Distribution SAE, based in Cairo, has decided to invest in an mRC-3D-system for color and cut-off register, fitted with the Automatic Ink Mist Shield (AIMS) on its used Heidelberg Harris M300 heatset press with eight printing units.**

## Stop-over at Schiphol

GPS for Printing, Publishing and Distribution SAE is one of the oldest printing companies in Egypt and has been specializing in the printing of school books since the early 1970s. Initially, the Egyptians weren't planning to install any new automation devices on their used printing press. But it soon turned out that their ageing automation systems were no longer functioning properly. "That's when they decided to upgrade the press", explains Karim Adam, agent for Q.I. Press Controls in Egypt. His company, Alpha Enterprises, has enjoyed a good relationship with GPS for Printing, Publishing and Distribution SAE for a number of years. During a stop-over at Schiphol Airport, its management team met up with Mathijs Baron, Q.I. Press Controls Sales Executive, who managed to convince his Egyptian counterparts of the mRC-3D's merits. "It enables them to reduce waste, save on personnel and improve the quality of

their product", Mathijs Baron explains. A total of four cameras were installed in Cairo. In terms of speed, the mRC-3D camera is second to none and is able to give accurate measurements independently of the focal distance and irregularities in the paper web. This means extremely short response times as a result of which waste can be substantially reduced. The double-sensor technology has proven its value when it comes to unsteady paper web routings and/or surfaces. On top of this, the mRC-3D in Cairo is fitted with AIMS, as a result of which the camera lenses are cleaned automatically.

## Huge savings

"GPS for Printing, Publishing and Distribution SAE expects huge savings when it comes to paper, ink and time - and that's all down to the mRC-3D", reports Karim Adam. "At the moment, there are many hold-ups, and that means new start-ups

on the press." Karim Adam and Alpha Enterprises played a key role in the sale. They were able to point out the benefits that Q.I. Press Controls' systems could offer GPS for Printing, Publishing and Distribution SAE. "Without them, we would never have got the order", a grateful Mathijs Baron adds.

In the future, GPS for Printing, Publishing and Distribution SAE is looking forward to intensifying its newly found collaboration with Q.I. Press Controls. "They have two other presses", says Karim Adam. "They are aiming to invest in Q.I. Press Controls once again in the period ahead." Mathijs Baron is extremely pleased with his first ever Egyptian order and envisages a bright new future in North Africa for Q.I. Press Controls. "Together with Karim Adam, we hope our product will be receiving the attention it deserves from other printing companies in the Cairo metropolis."



**“GPS expects  
huge savings  
when it  
comes to  
paper, ink  
and time -  
and that's all  
down to the  
mRC-3D”**

Heidelberg Harris M-300 heatset press at GPS for Printing, Publishing and Distribution SAE

# Performance package now also in France

**French newspaper L'Union is the first in the country to print using the closed loop color control system from Q.I. Press Controls (QIPC). Based in Reims, at the heart of the Champagne region, the newspaper's print plant has recently purchased a Performance Package which also incorporates Engineering Automation Electronics (EAE) systems. This means that the plant, which alongside L'Union also produces newspapers for third parties, can take full advantage of the QIPC-EAE partnership. It is anticipated that the investment will ultimately lead to a 10% saving in ink and mean one less operator on the press.**

QIPC's IDS-3D color density and register system, plus multiple upgrades for all their existing EAE systems, have been installed on L'Union's five-tower Goss Uniliner. The company has been a satisfied customer of EAE's for some time and it was during talks with the supplier that the idea of a Performance Package was raised. Of course, this means that the French-based concern can now fall back on the services of a single supplier, a single contact person and a single invoice for all QIPC-EAE systems. With the QIPC IDS-3D, control of the ink keys, inkductor and fountain solution is fully automated. In addition, all existing EAE systems (NETPC, Info System, Print System and Control Consoles) have also been upgraded.

## Pioneer

Since 2013, L'Union has been part of Belgian media group, Groupe Rossel. The latter's portfolio includes newspapers, TV and radio stations in Belgium, Bulgaria, Luxembourg and France. In addition to L'Union, Groupe Rossel is also owner of the French group, La Voix du Nord. As one of the few media concerns in France, Groupe Rossel has

successfully adapted to the changing market and where others have struggled to stay afloat, Groupe Rossel has continued to generate profits. The concern is actively engaged in seeking out new openings and there is a very good chance that it will acquire more media companies over the coming years. Groupe Rossel is a strong believer in the print media and provides its customers with value for money through a number of major titles. By working together with other media concerns and the synergy that this creates, they are able to bring about significant price reductions. In this sense, the decision to use the Performance Package ties in perfectly with its strategy: major benefits can be gained through collaboration with QIPC and EAE. When asked about the deal, QIPC's and EAE's agent Pierre Borot of Techniweb indicates: "L'Union is a pioneer in France: they are the first in the country to start using this technology."

## More efficient

Since the takeover in 2013, Groupe Rossel has optimized staff level but wants to achieve more savings. The

investment represented by the QIPC and EAE deal will contribute to this goal. It is expected that the plant will now consume 10 percent less ink as a result of the deal. Additionally, by taking more accurate fountain solution readings waste will be reduced and it is expected that one operator less will be needed on the press.

A number of other suppliers were keen to do business with L'Union. The fact that the French-based company decided to opt for QIPC and EAE ahead of the others is partly down to the favorable references it received, as well as the now well-established collaboration between the two suppliers. A fact-finding tour of Coldset Printing Partners in Paal-Beringen (B), which has been using QIPC and EAE systems for a while now, gave L'Union a positive insight into the possibilities. "I'm expecting that L'Union will provide us with good references in the future too," Pierre Borot concludes.

**"Thanks to the investment in the Performance Package L'Union can do with one less operator on the press"**



Fltr: Pierre Borot (Director Techniweb - agent QIPC/EAE), Eddy Marc (Plant Manager, L'Union), Pascal Dejeun (Director L'Union) and Erwin van Rossem (Head of Sales QIPC)

# Full inspection thanks to Q.I. Press Controls and INTRO International collaboration

**The IBS-100 (Intelligent Bar Sensor - 100 % full inspection) is the first product resulting from the asset acquisition of INTRO International by Q.I. Press Controls. The IBS-100 will enable 100% full inspection for all register and density measurement and control systems of Q.I. Press Controls. This means that image-based density regulation, color register control, cut-off control or side-lay control of the complete image are now available combined with one hundred percent full inspection. As an additional feature for the convenience of print operators, everything is now fully visible during the printing process via web-viewing. The first joint product from Q.I. Press Controls using Intro International's technology will be presented to a wider public at DRUPA 2016. RegisterFOCUS was given an extensive introduction to the product by Brian Gajadhar, Research & Development and IT Manager at Q.I. Press Controls.**



The IBS-100 (Intelligent Bar Sensor - 100 % full inspection)

As Menno Jansen has already mentioned in the foreword to this edition of registerFOCUS, in acquiring the assets the German-based INTRO International, Q.I. Press Controls is now focusing even more strongly on the packaging print and digital print markets. The introduction of the IBS-100 represents the first concrete step. "This is a move in the direction of the packaging industry", Brian Gajadhar reiterates. As manager of Research and Development and IT at Q.I. Press Controls, he has been closely involved in the development of the IBS-100.

"Take orange boxes or medicine labels, for example: these are products that require more than just random checks", says Brian Gajadhar, explaining why Q.I. Press Controls is now launching measurement and control systems with one hundred percent full inspection on the market. "In contrast to newspaper printing, in these cases, literally everything

has to be checked. Every packet has to have a specific color and without variation. As for medicine packaging, no errors are allowed at all. Or unique QR codes or barcodes on packaging for every product, for example. We ought to be doing a lot more in this field than we were doing before. INTRO International has built up a huge amount of experience here and our aim is to take advantage of that."

## From sampling to one hundred percent full inspection

At the moment, Q.I. Press Controls' measurement and control systems, such as the mRC-3D or IDS-3D, make use of moving cameras which take precise samples of specific points on a page. This is sufficient for newspaper printing, as Brian Gajadhar has already explained, but the packaging market requires much more. "Clients want a full inspection", he says. "We call that one hundred percent

full inspection. They want to be able to see each individual page. This was possible using existing equipment simply by using more cameras too, but pricewise that is unaffordable. By using INTRO International's technology we have come up with a solution that is able to scan the whole of the page."

In fact, different cameras and technologies are used. "It uses a scanner bar, which enables operators to scan the whole web, across its full width", Brian Gajadhar explains. "It uses a different technology, with a different sensor and a different exposure." This measurement system is now integrated in the Q.I. Press Controls' existing analysis and control equipment. "Our analysis and control systems were already pretty good. Needless to say, we wanted to keep all the intelligence which has enabled QIPC to expand in the past, and that's exactly what we did. The colors still need to be measured and the ink keys controlled to produce more or less ink. QIPC's dependable register measurement and control system has also been integrated into the system. We wanted to apply the same analyses as we did before. As clients are accustomed to with QIPC, this solution will allow differences in color and register to be managed without color bar and identifying marks; this information can be retrieved from the printed image. The same is true of performance, cut-off control or side-lay control for the complete image. The only difference now is that we have a unique measuring instrument which is able to provide the hundred percent full inspection."

The IBS-100 is the first product that Q.I. Press Controls has developed using INTRO International's technology. Immediately following Q.I. Press Controls' asset acquisition of INTRO International, the Research &



Development department at Q.I. Press Controls sat down at the table with its new partner. "Our product was pretty well developed already," Brian Gajadhar explains. "The same applied to them. Technicians have gone the extra mile to help improve their product and integrate it in our own system."

### High resolution

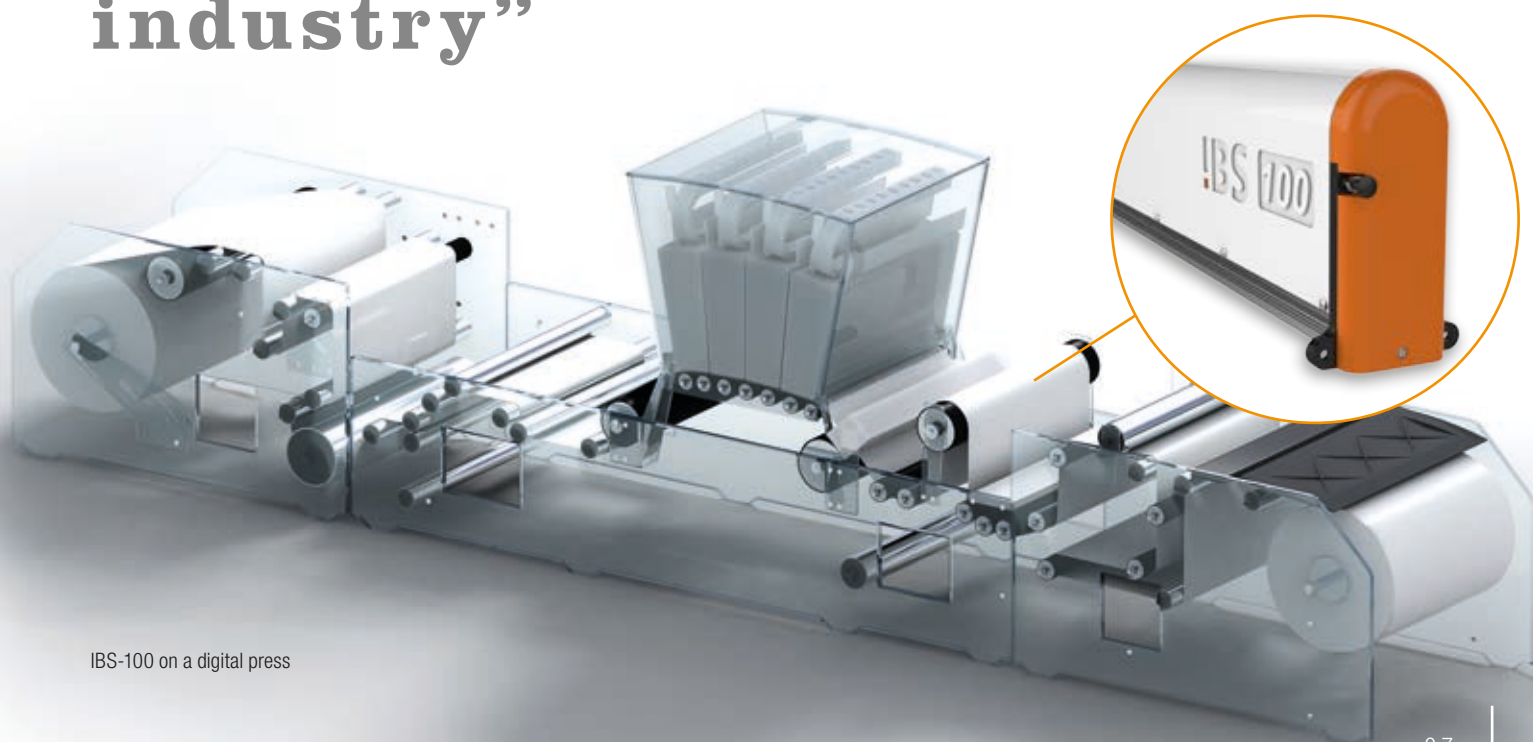
The hundred percent full inspection which the IBS-100 offers will be in an extremely high resolution. "Every little error, every tiny drop of ink which is in the wrong place can be pinpointed exactly with the IBS-100", says Brian Gajadhar enthusiastically. In addition to these minute errors, the high resolution also functions to recognize small text and barcodes; paramount in situations where letters and markings must be absolutely perfect. "It is essential of course, to have a top-quality control screen for a high-end measurement and control system. At the push of the button, every printed page can be displayed on the screen in its entirety with the operator being able to zoom in on those areas that require attention. Any specific copy can now be inspected in detail with this web-viewing option."

### 5 UNIQUE FUNCTIONS IN ONE UNIQUE BAR SENSOR:

1. 100% full inspection
2. Image-based density control (no color bar needed)
3. Image-based color registration control (no register marks needed)
4. Image-based cut-off control or side-lay control for the complete image
5. Web-viewing, visualizing the printed matter for the operator

Managing director Menno Jansen is extremely satisfied with the first tangible results. "It's plain to see that the synergy between our know-how, our Research & Development team and INTRO International has had an immediate pay-off. Together, we can now make inroads in the packaging market." The IBS-100 is just the beginning. In the future, more interesting products and technologies of INTRO International will be adopted by Q.I. Press Controls. "Of course, investments will have to be made to continue developing their other products. But as you can see with the IBS-100, this is already delivery exciting end products."

# "This is a move in the direction of the packaging industry"



IBS-100 on a digital press

# “Q.I. Press Controls keeps its promise”

**We always try our best, but this time installation of Q.I. Press Controls' mRC-3D, ABD II and IDS-3D on the Polestar Group's three Goss Sunday 5000 printing presses didn't go exactly to plan. Nevertheless, as far as the UK-based Polestar was concerned, the way in which Q.I. Press Controls was able to turn these problems around, was proof enough of its dependability. “Headed up by the Co-Owners QI parachuted a team of technicians into the Sheffield plant, working round the clock, they resolved the issues, the transformation was a complete success”**

It was towards the end of 2013 when Q.I. Press Controls and Goss announced their intention to install a complete automation package on two new Goss Sunday 5000 (96 pages) and one Goss Sunday 5000 (64 pages). The package ordered by the Polestar Group consisted of an mRC-3D for color, plate-cocking and cut-off register, an ABD II fan-out correction system, and the IDS-3D color density control and regulation system, to be installed on its new heat-set presses. At the time, Jim Algar, Technical and Improvements Director at Polestar, made it clear that it wasn't just the innovative technologies of Q.I. Press Controls that were instrumental in its decision to team up with the Dutch-based company. “Across the industry, Q.I. Press Controls has a reputation of being someone who listens to its clients and provides a reliable and proactive service”, he said at the time.

The three innovative automation systems were installed at Polestar in 2014. The investment amounted to an expansion package of no less than GBP 50 million for the Polestar Group. The company is Europe's largest independent printing concern and has sites scattered across the UK. The installation of 33 mRC-3D cameras, 6 IDS-3D cameras and ABD II was the first of its kind in the country. Polestar Group was the first UK business to install this state-of-the-art automation system on its presses.

## Fantastic transformation

But problems started appearing. It took a while to get the new Goss presses and the new Q.I. Press Controls automation systems working properly in sync. “In retrospect, the problem came about because of a



miscommunication between the three companies”, Jim Algar confesses. “We didn't understand the system as fully as we'd thought and initially the collaboration between Goss and Q.I. Press Controls didn't come up to scratch.”



Ftr: David Waller (General Manager Gämmerler UK & Ireland and agent QIPC-EAE), Jim Algar (Technical and Improvements Director Polestar Group) and Menno Jansen (Chairman QIPC)

At first, the finger of suspicion pointed in the direction of Q.I. Press Controls for these teething troubles. Jim Algar: "But looking back, that wasn't exactly fair." When this kind of press is being installed and calibrated it's all about the three parties involved working in tandem, in this case Polestar, Goss and Q.I. Press Controls. "Our equipment gets more sophisticated by the day", explains Q.I. Press Controls' co-director and co-owner Erik van Holten. "Clients sometimes need a while to get used to that fact. We look at the nuts and bolts of their processes. Systems differ from company to company. We have to get to know these processes up until a point when we find ourselves on the same wavelength as the company."

It took some time, but eventually, Q.I. Press Controls gained a thorough understanding of Polestar's processes. "It was then that everything clicked into place", Jim Algar explains enthusiastically. "In the space of just a fortnight, a full team of Q.I. Press Controls technicians was able to devote its time and efforts getting the project up to speed. Erik van Holten himself came to assist, working together with management and operators alike. The turnaround was tremendous. The system now does what it was purchased to do."

### Support at the very highest level

Jim Algar is quick to praise the service offered by Q.I. Press Controls. "Ever since the problems early on, the support we have been getting from Q.I. Press Controls has been first class. There is a 24-hour help-desk, which means that online service is guaranteed. If any of our operators is unsure about whether things are running properly, we can pass this information on immediately." However, once the initial problems had been solved, this hasn't proved necessary. "In fact, if we take the most recent period, nothing untoward has happened at all. That's what we expected beforehand and it's proved to be the case."

The relationship between Polestar Group and Q.I. Press Controls has improved no end since overcoming the teething troubles at the beginning. Jim Algar: "Whereas to start with, it was a case of client and supplier, now we can call it a real partnership. The relationship intensifies day by day." Erik van Holten has thought of it as a partnership all along. "Some companies see that differently, but in fact, we never look upon it as a traditional client-supplier relationship. There is always a partnership. And because our products are so advanced, effective collaboration is always a must. We can also learn a lot from each other."

Jim Algar would be quick to recommend Q.I. Press Controls to other companies. "If you had asked me early on, I would have probably said no. But now I wouldn't hesitate to give a resounding yes. The service is excellent. In a certain way, it's probably a good thing that we had those early glitches. I've witnessed how Q.I. Press Controls can respond when it's necessary and the level of customer service you offer. You kept your promises. You told us you'd pull out all the stops to install the package and that's exactly what you did. I would recommend Q.I. Press Controls without hesitation."

**"The  
turnaround  
was  
tremendous.  
The system  
now does  
what it was  
purchased to  
do"**



The Goss Sunday 5000 presses at Polestar Sheffield