



Giesecke+Devrient  
Creating Confidence

# From Vision to Value.

Innovative Service Solutions for  
More Efficient Cash Operations



[www.gi-de.com](http://www.gi-de.com)

# From Service Offerings to Service Solutions.

In the fast-paced world of cash management and technology, simply providing a service is no longer enough. Businesses today are demanding more than just maintenance and support – they require comprehensive solutions that anticipate their needs, enhance efficiency, and drive performance. This evolving landscape has prompted G+D to transition from traditional service offerings to innovative service solutions. Our new approach is embodied in the introduction of our standardized G+D Service Packs that make it even more convenient for you to keep your systems running efficiently.

## G+D Service Solutions

From initial planning to ongoing operation monitoring and training, we provide premium support at every stage of the product lifecycle, all from a single source and with a single goal: To keep your systems running continuously and efficiently.

## Planning + Installation



### From Planning to Performance.

G+D offers complete planning and installation services for seamless setup. From initial installation to keeping your systems running, our experts ensure your equipment performs at its best from day one. Whether setting up new systems or relocating existing ones, G+D makes the transition smooth and efficient.

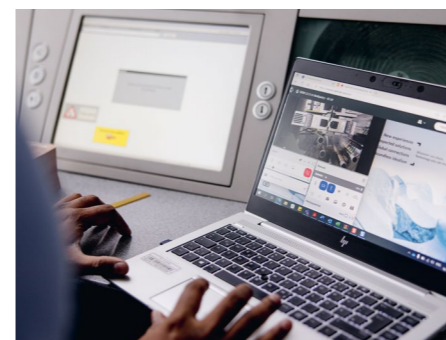
## Operation + Maintenance



### From Maintenance to Mastery.

Maximize system longevity and efficiency with G+D's maintenance services. Our preventive and corrective maintenance keeps equipment in top condition. The G+D Care Center offers advanced support, while our on-premises support provides tailored solutions. AI-based system health monitoring maximizes uptime and performance.

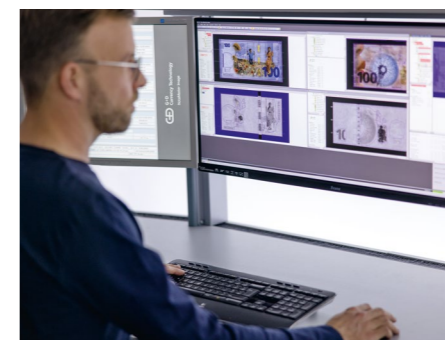
## Upgrades + Updates



### From Upgrades to Uptime.

Stay ahead with G+D's upgrade and update services for hardware and software. Our solutions ensure your systems are up-to-date, maintaining efficiency and security. Regular upgrades enhance performance and extend lifespan, keeping operations running at their peak.

## Adaptation



### From Adaptation to Accuracy.

G+D's adaptation services fine tune your systems for the highest accuracy standards. We conduct initial adaptations and offer ongoing adjustments. Whether introducing new banknote series or adjusting dimensions, our services ensure systems are accurate and reliable.

## Training



### From Training to Expertise.

Empower your team with our comprehensive training programs, available in our training centers or online. From initial training to advanced and refresher courses, we offer options tailored to different levels. VR-based training allows operators to learn without disrupting operations, ensuring your team is prepared for maintenance and operation tasks.

G+D Service Packs

# From Starter Care to Enterprise Care.

Choose between G+D's Starter Care, Premium Care, and Enterprise Care Service Packs. Designed for a wide range of G+D products, our G+D Service Packs offer structured maintenance and support. Whether you need basic support or comprehensive coverage, our G+D Service Packs ensure smooth and efficient operation, safeguarding your investment.

System productivity is one of our top priorities. Our efficient and cost-effective G+D Service Packs aim to maximize system availability, providing you with a strong confidence in your system's performance.

On-Premises Support			optional
Corrective Maintenance (On-site) – Advanced Response Times (4h)			optional
Maintenance (On-site) – Advanced (Sat-Sun)			optional
Maintenance (On-site) – Advanced (Mon-Fri)			optional
Extended Machine Usage		optional	optional
G+D Care Center – Advanced	optional	optional	optional
C <sup>evo</sup> License (BPS C2 <sup>evo</sup> , BPS C5 <sup>evo</sup> ) OR M <sup>evo</sup> License (M-Segment Systems)	optional	optional	optional
Additional Preventive Maintenance	optional	optional	optional
Software Deployment		optional	•
Preventive Maintenance (On-site)*	optional	•	•
Corrective Maintenance (On-site)		• 2 Business Days	• 1 Business Day
Spare Parts		•	•
Counterfeit Adaptation	•	•	•
G+D Care Center	•	•	•
Runtime	1 year	1 or 3 years**	1, 3 or 5 years**
	<b>Starter Care</b>	<b>Premium Care</b>	<b>Enterprise Care</b>

All services are based on 1 shift / 5 days (~ 2,000 operation hours or 80 million banknotes per year).  
 \*Preventive maintenance is performed according to each product's technical manual  
 \*\*Runtime depends on system condition and requested additional services



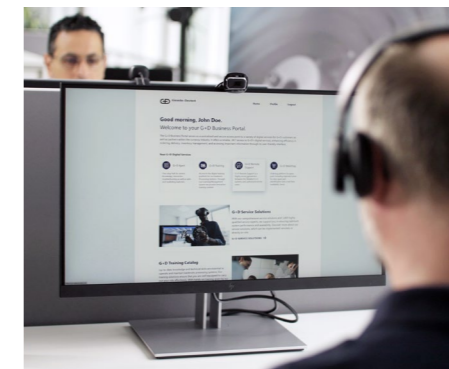
We also offer G+D Service Packs specifically designed for tabletop systems. When they are called tabletop, they should stay top. And of course all services can also be purchased as on-demand services.



G+D Remote Solutions

# From Remote Support to Real-Time Solutions.

Experience G+D's Remote Solutions offering secure, real-time assistance from technical experts. Using mixed reality features and in compliance with data protection standards, our remote solutions maximize uptime and reduce carbon emissions by fixing your system instantly, as well as avoiding unnecessary travel whenever possible. Instant expert help is available as you need it.



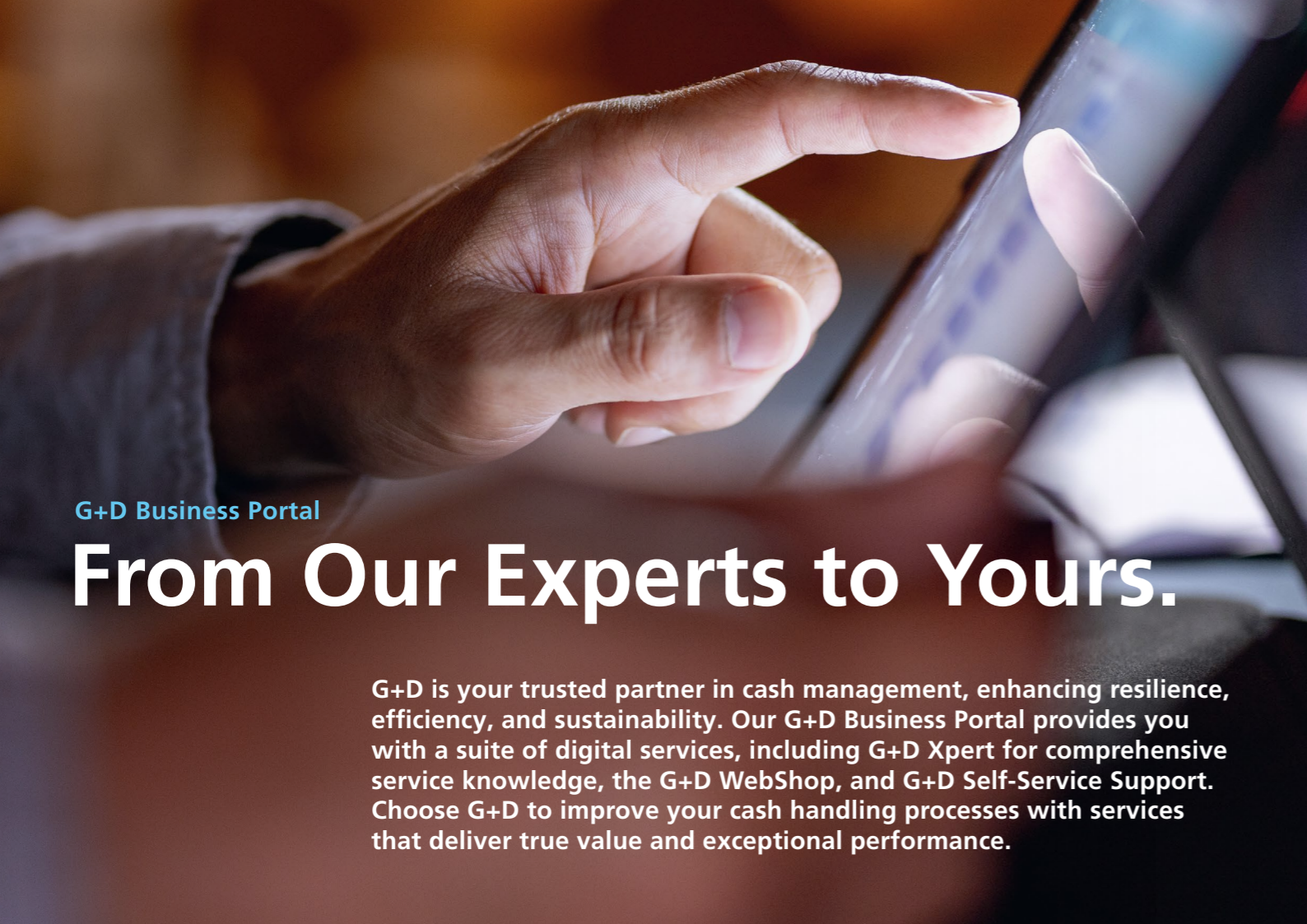
## G+D Remote Support

Fast and secure system analysis, maintenance, malfunction identification, repair, and software updates, performed online at your authorization. We support your personnel to further minimize downtime.



## G+D Visual Support

Let our in-house experts solve hardware problems in real-time using video-based support. Increase uptime with swift guidance for faster troubleshooting, and more accurate diagnoses.



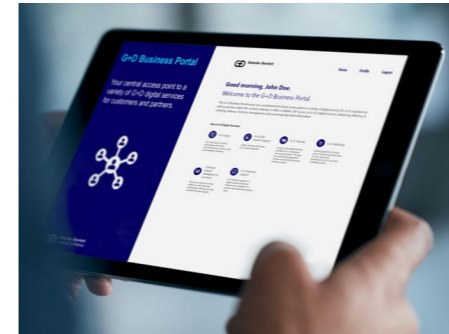
G+D Business Portal

# From Our Experts to Yours.

G+D is your trusted partner in cash management, enhancing resilience, efficiency, and sustainability. Our G+D Business Portal provides you with a suite of digital services, including G+D Xpert for comprehensive service knowledge, the G+D WebShop, and G+D Self-Service Support. Choose G+D to improve your cash handling processes with services that deliver true value and exceptional performance.

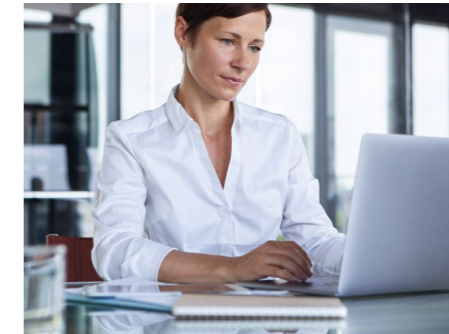
## G+D Xpert

G+D Xpert is your one-stop hub for service knowledge, interactive troubleshooting as well as product information. Accessible as a digital service via the G+D Business Portal.



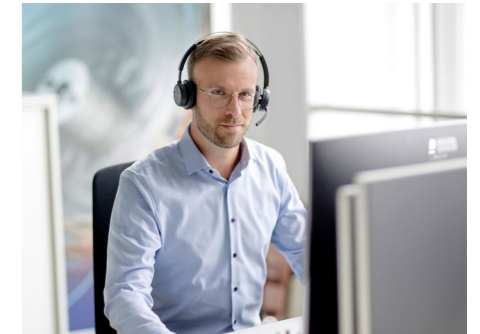
## G+D WebShop

All you may need, all the time: Our G+D WebShop offers an ordering platform for spare parts including exploded views for easy spare part identification and a real-time availability check.



## G+D Self-Service Support

With G+D Self-Service Support you can easily create, manage, and track your service requests and receive direct troubleshooting based on our comprehensive knowledge base.



# From Around the Clock to Around the World.

Wherever you are, whenever you need us: We are there for you. With more than 1,600 service experts who are always happy to support you and your system park. Be it online or on-premises, with a spare part or a special training. With G+D, you're always just a call or a click away from your perfect service solution.

» Nowadays, service must provide a holistic solution for the customer that anticipates their needs, increases efficiency and maximizes performance.

**Matthias Gukelberger**

Global Vice President, Head of Strategic Business Segment Service

# From Us to You.

Don't hesitate to contact us for further information about your perfect service solution.



**Giesecke+Devrient**  
Creating Confidence

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