

Remote Service by G&D

A new dimension of service quality



Inspiring service quality

Giesecke & Devrient (G&D) banknote processing systems are known for their superior availability and reliability. We aim to keep it that way with expert services for all your system needs: from design and installation to maintenance and upgrades.

Remote service by G&D is the latest customer-centric addition to our service portfolio.

Employing a highly secure infrastructure, G&D's remote service analyzes your system's situation in a flash. Our well-timed interventions comprise rapid malfunction corrections,

preventive maintenance based on usage, regular system updates, and informed advice on getting the most from your machines.

Compelling benefits

• Short service times

Reduced response and repair times thanks to fast, precise situational analysis and optimum support for on-site technicians.

• High system availability

More uptime by systematically reducing unplanned downtime and responding rapidly to service calls.

• High efficiency and quality in processing operations

Improve your system use and process quality with extra services, such as on-line updates or personalized analysis of system performance.

• Highest security standards

Maximum security with Axeda®'s certified remote solution and G&D's trusted IT environment.

Remote service by G&D – for optimum system availability

We keep your system highly available with remote diagnosis and monitoring.

• Remote diagnosis

With remote diagnosis, we can analyze system malfunctions and effectively help you fix them – either over the phone or, if possible, through remote access.

Within the scope of a maintenance contract, diagnostic information ensures that the service technician is able to make optimum preparations for your service call.

• Remote monitoring

We can anticipate your maintenance needs by regularly checking system parameters. This prevents unscheduled downtime. Your system remains reliably available.



Giesecke & Devrient
Creating Confidence.

Gain more service quality – quickly and reliably. Ask us for references.

Remote service by G&D improves system performance

Additional services are also available on request to boost your system’s performance.

- **System update**
We can update and configure your system online – quickly and conveniently. Your system software and currency adaptation will remain up to date, while functions related to system use can be readily adjusted.
- **Performance reports**
Regular performance reports supply valuable system data and let you track system performance. We provide reports tailored to your unique needs.

- **Performance management**
We regularly recommend ways to optimize your system based on performance data. If it is possible through remote access, we can implement such improvements right away if desired.

Maximum security – thanks to G&D and Axeda®

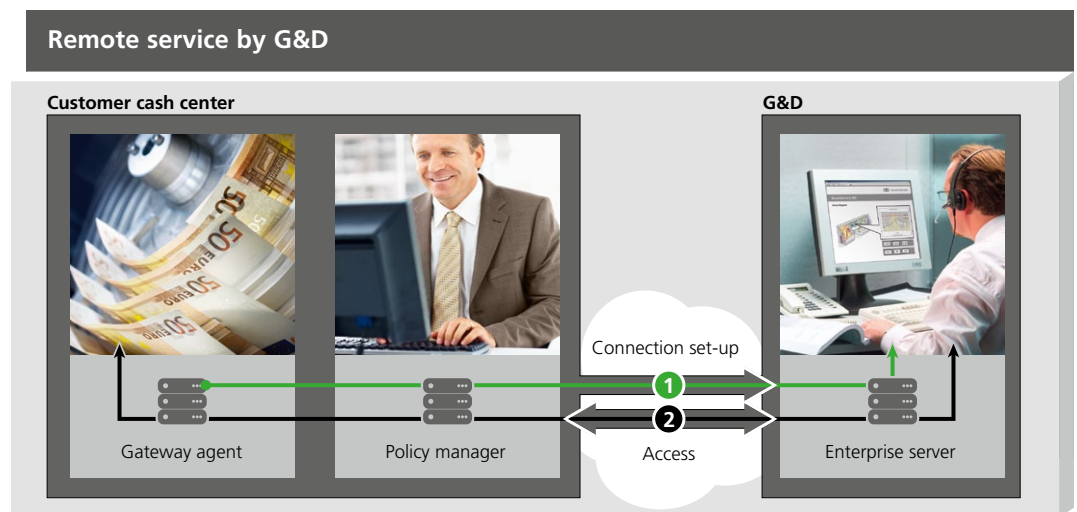
Remote service by G&D builds on our established IT security standards and utilizes a VeriSign®-certified solution from Axeda®, the market leader for secure remote service systems.

- Superior data security with the following safeguards:
- All online connections will be initiated from your side. This ensures that no unauthorized parties can access your system.
 - The built-in policy manager lets you define, restrict, manage, and monitor all remote service activities.
 - All actions performed using the remote solution are logged – as is all access activity to the connected target systems. The logs can be analyzed at any time for auditing purposes.

Harness the new dimension of service quality!

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After approval by the customer (policy manager), a skilled G&D employee performs the specified tasks on the machine via remote access.