

Strengthened for the future: Nahdet Misr opts for long-term maintenance and service contract with manroland Goss

After two successful press relocations for the Egyptian publishing and media group Nahdet Misr Publishing Group (Nahdet Misr), the bookprinting specialist is solidifying its relationship with manroland Goss in terms of maintenance and service. Over the next three years, a comprehensive service package will provide Nahdet Misr with preventive maintenance and inspection service, inclusive optimum spare parts supply, and rapid expert emergency telephone support. The reliability and expertise of manroland Goss is very convincing.

- Enhanced service contract establishes intense partnership in the MENA region
- Balanced package including maintenance, revision and spare parts services ensures reliable planning and the highest quality of service.
- Individual technician bundle ensures fast troubleshooting in case of emergencies and enables options for unscheduled optimization measures.

"Our complex printing presses are designed for high-performance. Continuous maintenance, upgrades and potential analyses are essential to ensure that this performance is consistently and reliably available during ongoing production," explains Andreas Eichhorn, Deputy Vice President International, Middle East, Egypt, Central Asia, China, Southeast Asia, at manroland Goss. "This service package marks a milestone in this region. It is the result of a close and trusting partnership that we are steadily intensifying since the relocation projects of the two LITHOMAN plants."

"The partnership between Nahdet Misr and manroland Goss has reached the same level of understanding that productivity of the machines has to be secured 24/7, which this service contract ensures on a regular basis," adds Dr. Eng. Ahmed M. Ibrahim, Member of the Board of Nahdet Misr. "Continuous communication between manroland Goss' experts and Nahdet Misr's service team enhances the experience and understanding between them, which guarantees the production efficiency."

"The maintenance concept and preventive competences of manroland Goss provides us confidence in a more sustainable operation to meet our challenging production plans," explains Eng. Ahmed Ahmed Abdelrazek Labana, Director of Engineering at Nahdet Misr. "The rapid response and 24/7 TSC support contribute to faster troubleshooting and reduced downtime as well as fast delivery of spare parts."

The manroland Goss Group is the leading supplier of web-offset printing solutions. The company provides System Solutions for highly automated press and post-press equipment, Engineered Solutions for mechanical, automation and closed-loop upgrades for all types of presses, Service Solutions for parts and labor, tele-support and service level agreements 24/365, and E-commerce Solutions for all suppliers to the web offset industry and beyond.

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Flexible tech support – in case of emergency and for continuous optimization

In the future Nahdet Misr will benefit from prioritized technical emergency support through the enhanced contractual partnership, e.g. in cases of unplanned machine downtimes. In addition to the established TelePresence option – 24/7 immediate assistance via phone or email – a flexible contingent of technicians is also on hand. For example, this makes it possible to immediately deploy a competent team of experts on-site to solve problems. This will ensure that impending financial consequences and delays in the production process can be kept to a minimum. This contract also includes regular analysis and enhancements on the printing press, performed by qualified service system technicians to ensure consistently high performance.

Advanced service packages - tailor-made and to the point

Those who opt for a service package from manroland Goss receive an all-around carefree package inline with the manroland Goss service commitment, WE ADD VALUE. The press manufacturer offers customized service solutions as a tailored response to individual customer needs. The specific service requirements of each individual customer are as unique as the print products themselves. But what matters equally for all customers is a rapid, reliable, and total solution provider – all available in value-added service packages from manroland Goss.



Persons shown in the picture, from left to right:

Sherif Elkheiasy – Vice President and Partner Texti Co.

Andreas Eichhorn – Deputy Vice President Sales and Service International MGWS

Fathi Elkheiasy – CEO and Founder Texti Co.

Dr. Ahmed M. Ibrahim – Member of the Board of Nahdet Misr

Patrick Wendelberger – Service Manager MGWS

Eng. Ahmed Ahmed Abdelrazek Labana (Chief of Engineering Sector at Nahdet Misr)