



## **Comexi CTec Offers a New Remote Assistance Service that Allows Customers to Increase Their Productivity Between 10 and 30%**

**The Technological Center of Comexi uses new technologies to perform demonstrations and stream training for its clients**

**Girona, June 11, 2020.-** The Manel Xifra Boada Technology Center, Comexi CTec, specialized in training, advice, and technical process support for the printing and converting sectors of flexible packaging industry, has adapted its methodology of production support in order to implement and remotely monitor improvement and efficiency programs. Remote Serviflex, the resulting modular program which offers the integration of all optimization tools, detects and minimizes inefficiencies, improves processes, and enhances machine operation. This program, on average, renders a 10-30% improvement, regarding customer.

Remote Serviflex allows customers to optimize changeover time, reduce color adjustment waste, increase printing speed, and eliminate unexpected cessations. Through Comexi Cloud, the most innovative digital platform that assists customers with improving the performance of their plants, production data is analyzed to understand work systems and detect improvements. Furthermore, the use of Comexi Smart Glasses, a remote communication system that allows information sharing, in real time visibility, between field technicians and support departments, promotes the implementation of efficient methodologies, training, and operational support.

This modular program, which includes consulting, coaching, online training, webinars, virtual guidance, streaming demo, and redesigning of standard operations, is divided into and developed through three modules: monitoring, operation Improvement, and consolidation and new targets.

The Comexi CTec also uses new technologies to conduct live streaming webinars, which guarantee personalized group learning and attention in real time. Process managers and professionals, who wish to learn and deepen their knowledge, are the target audience of these courses. Training workshops in lamination defect solutions, printing defect solutions, color management, and flexographic printing production efficiency have been given in various languages, including Spanish, English, French, Portuguese and Russian. Thus far, these courses, which will continue throughout the upcoming months and expand to include other topics,

have been taught with success, in reference to participation, which averages an attendance of 14 people per course.

Furthermore, Comexi CTec streams personalized demonstrations for customers, which has replaced face-to-face demonstrations. Due to current circumstances, travel is impossible, and demonstrations cannot be performed at Comexi facilities. These machine demonstrations are conducted with the custom designs sent by clients, and the most up-to-date Comexi technologies, including Smart Glasses.

#### About Comexi – [www.comexi.com](http://www.comexi.com)

Comexi, founded in 1954, has extensive experience in manufacturing equipment for the flexible packaging conversion industry. As a world leader, it operates five product lines, each specialized in a different conversion process: flexography printing, offset printing, laminating, slitting, and digital services. Furthermore, it has a Service and Technical Assistance Business Unit that offers service 24 hours a day, 7 days a week.

The company has two production plants: one in Riudellots de la Selva (Girona, Spain) and another one near the town of Montenegro, in the State of Rio Grande do Sul (Brazil). There are also two offices in Miami (USA) and Moscow (Russia). Moreover, Comexi is represented in more than 100 countries. This commercial network allows us to have proximity to our customers in order to optimally respond to their needs.

Comexi includes the Manel Xifra Boda Technological Centre, Comexi CTec, where the company provides support and shares its knowledge with various groups involved in the flexible printing industry process.

#### **For further information:**

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