

 Roland®



Roland DG Care.

Programme Introduction




Roland DG **Care**

Roland DG Care

Roland DG is proud to be recognised as a premium supplier of products to the Graphics Arts industry in Australia and New Zealand for over 20 years.

Roland DG's products are manufactured with industry leading techniques and conform to various ISO standards. Roland DG's stance on the environment, from the manufacturing process to the way the product and their consumables operate have been the company's primary focus for many years.

Roland DG understands that creating innovative and leading edge products is only the beginning. The company's philosophy is to provide solutions as opposed to simply creating a product then leaving it to others to implement.

To this end, Roland DG provides complete software applications with all products so our customers can be up and running with a compatible and complementary workflow optimised to achieve the best results.

Further to this, Roland DG believes in a holistic approach to supplying, implementing and providing aftercare for these solutions to the customer.... this is where Roland DG Care begins.

Roland DG Care represents a complete range of premium services and additional products to help customers throughout the lifecycle of their experience with Roland DG, from pre-sales to long term ownership.

Roland DG Care - Roland Authorised Dealer and Service Network

Roland DG has established an authorised dealer network around Australia and New Zealand to best sell, implement and support your new Roland DG solution.

The Authorised dealers regularly attend training sessions for pre-sales, support and service to ensure they are always up to date with the latest products and technology on offer. These training sessions are in addition to the accredited certifications for Sales, Service and Support.

As a prospective customer, it is important to make sure you are buying an original Roland DG product manufactured and approved for use in Australia and New Zealand and benefit from the manufacturers warranties.

Roland DG Care - Roland Rental

Roland Rental, Roland DG's finance programme with a couple of different options aimed to make it easy for you to purchase and pay for your new business investment.

Roland Rent-To-Own is a traditional finance agreement whereby you own the asset at the end of the finance term with a nominal payment at the end of the term.

Roland Rental is a specific rental programme that offers a business many benefits such as 100% tax deduction, no residuals and the flexibility to be able to upgrade your product should you want to take advantage of the latest technology early. For larger corporate, government and education clients, because rental programmes are an operating expense, you may not need to obtain capital expenditure approval.

Both of our offerings allow you to bundle in other products, including software, with your agreement.

Roland DG Care - Industry leading warranty and Value-Up programmes

In 2005 Roland DG took the step of

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introducing a five year warranty on many of our printer products*. Roland DG even made the warranty retrospective for purchases prior to the new warranty system being implemented.

Value-Up programmes introduced to the market place over the years have been well received by our existing clients. The Value-Up programmes bring existing products up to date where possible with some of the latest features from Roland DG's newest products and technology, further protecting your investment in Roland DG Solutions.

Value-Up has included many updates to various products; from new print modes of Roland Intelligent Pass Control that virtually eliminates banding and increases print speeds by 15-20% to new media handling systems and new ink system support so that printers manufactured back in 2000 can take advantage of the latest benefits in ink technology.

Roland DG Care - Roland Academy

The Roland Academy is an important part of Roland DG's commitment to after sales support offering training courses on products and ancillary equipment.

The Academy courses cover products in both the printer and engraving sides of the business.

Training is on both the products themselves and the software used to drive and design them. All levels of users are catered for with introductory to advanced courses on many topics.

Elements covered include product use, tips, tricks and the all important maintenance that will help extend the life of your Roland DG solution and provide you with the best results.

The courses offer a wonderful opportunity to expand your knowledge or cater for new staff

as they enter your organisation. The training sessions also benefit prospective clients who attend training sessions so that they can see how easy it is to use solutions and hear real-world feedback from other students.

Roland DG Care - Roland Clinic

The Roland Clinic is a new initiative launched at the end of 2008 to further help people within the industry use products and solutions in addition to helping people, where possible, even with non-Roland products.

Roland Clinics are run at regular intervals at the companies' offices and at various industry tradeshow and events. The clinics are open to the public and non-Roland users are also welcome to attend.

The Clinic sessions are hosted by technical and product specialists who will be on hand to help you with your questions or any issues you may be facing in your day to day workflow. You are welcome to bring in materials, tooling or files that you are having issues with.

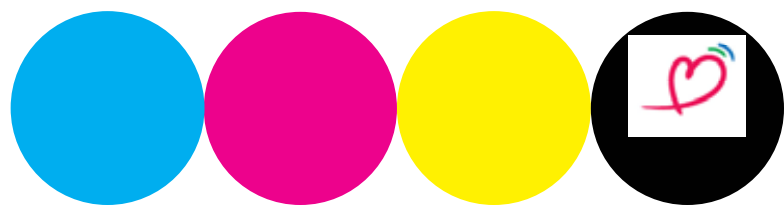
Roland Clinic is not sales orientated in any way and is quite different and distinct from product demonstrations for prospective purchases that we handle through the Authorised Dealer Network.

Roland DG Care - Summation

As an existing or prospective owner, Roland DG is confident that you will like the new Roland DG Care programme outlined in this introduction brochure and that you will feel inclined to take advantage of some or all of the services that we offer.

Please contact Roland DG for further information on any of the Roland DG Care services or offerings that interest you.

* Warranty conditions apply; please consult Roland DG or www.rolanddg.com.au for further information.





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