



OEM solutions & services

Drive value for you and your customers

Coding the future together

Partner with Markem-Imaje and get backed by one of the world's most trusted providers of product identification and traceability.

Your packaging technology must evolve to meet customers' rapidly changing demands. When you embed MI technology into your packaging solutions, your customers get reliability and service you'd be proud to call your own. We've spent decades developing hardware and software that maintain the highest levels of performance in demanding environments, and our experts support you and your customers at every stage—from startup and training through maintenance and repairs.



Markem-Imaje reliability and service support

MI ensures peace of mind with our comprehensive service portfolio. Our global team of technical experts is here to help you increase production output, reduce downtime and optimise printer performance—from startup and training through upkeep and repairs.

We are committed to providing the best customer service and support possible, using the method that is most convenient for you.



Design and consult

- Proactive account management
- Specialized mechanical design
- Experienced ERP engineers
- Compliance consulting
- Project management
- Product training



Customer support

- Best-in-class customer care
- Helpdesk for OEMs and end users
- Warranty extensions for OEMs and end users
- Remote video assistance
- Customer training
- Service exchange and customer return repairs



Business support and collaboration

- Onsite support for end users
- FAT/SAT support
- Joint marketing activities and success stories



We help you deliver on your own brand promise

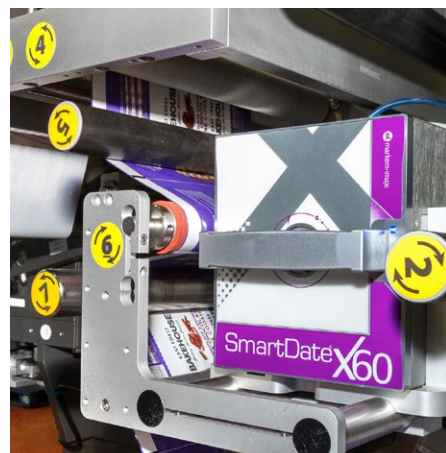
Markem-Imaje knows the challenges you face because we understand the packaging industry inside and out. Our experienced teams work with you to deliver proven solutions tailored to meet your unique needs, however big or small.

Our experts are committed to helping you customize, integrate and support innovative solutions that help your customers reduce downtime, maintenance and total cost of ownership.



Collaborative expertise

Our technical teams work closely with you to create solutions that better differentiate your products and deliver value to your customers. Knowledgeable account managers help you develop reliable solutions specific to your needs, while skilled technical engineers help you optimize design and integration to cut installation and maintenance time.



Dependable innovation

MI's advanced packaging products help your customers meet the highest standards of coding quality, compliance and operational efficiency. Our research and engineering (R&E) teams work continually to create products that improve efficiency, cost control and sustainability.



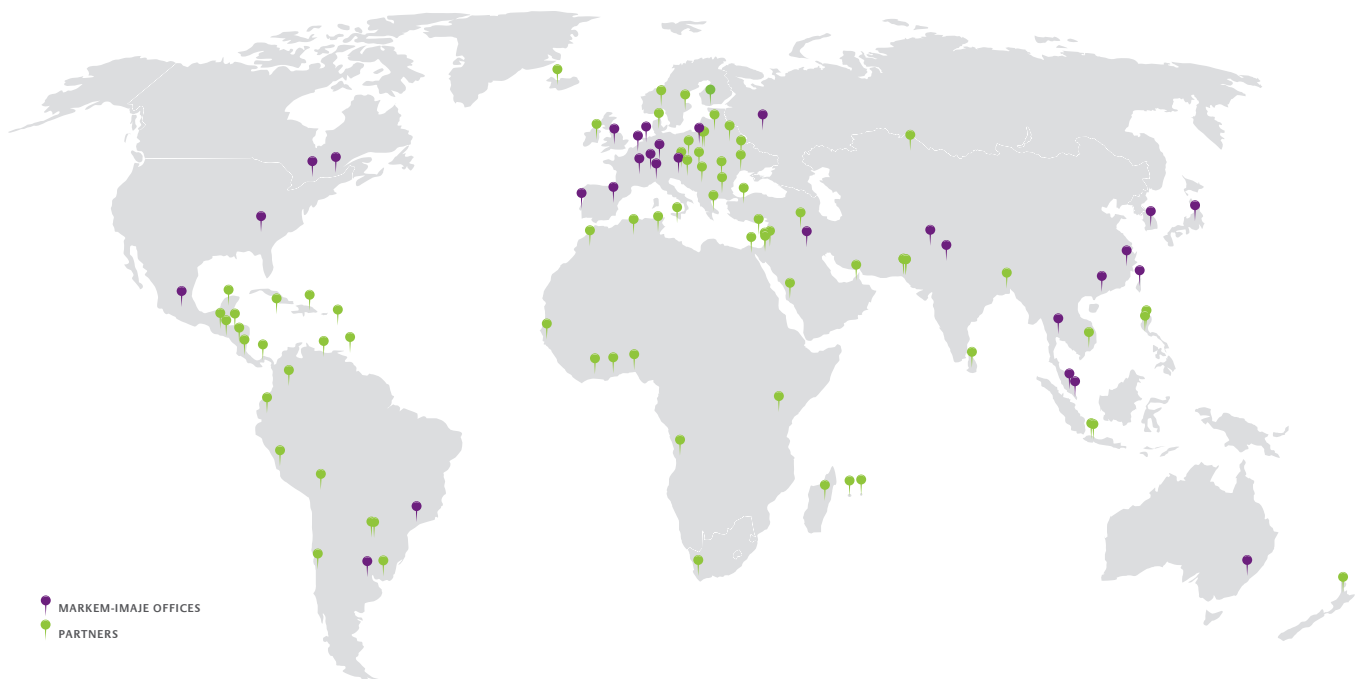
Global reach

With the most extensive global network coverage in the industry and thousands of industry partners worldwide, Markem-Imaje is committed to supporting you wherever you are. Our unmatched global presence supports you with comprehensive service and expertise so you can deliver reliable packaging systems and innovate with confidence.

About Markem-Imaje

Markem-Imaje, a wholly owned subsidiary of Dover Corporation, connects products and protects brands through intelligent identification, traceability and consumer engagement solutions. We offer the industry's most comprehensive range of marking and coding systems seamlessly integrated with trusted software, services and consumables. Over 50,000 customers worldwide partner with us to help them unlock the power of information in codes.

With decades of proven expertise provided through the most extensive global network, we empower our customers to optimize supply chain efficiencies, achieve sustainability and compliance objectives, keep products safe and engage their consumers. This is intelligence, beyond the mark.



9, rue Gaspard Monge - B.P. 110
26501 Bourg-lès-Valence Cedex France
+33 (0) 4 75 75 55 00
markem-imaje.com