

Meet Miva!

Your helping hand
for online troubleshooting



Our virtual assistant enables you to troubleshoot and resolve technical issues yourself, through an online support tool powered by Artificial Intelligence.

Thanks to Miva, you can drastically reduce downtime in case of printer issues. Miva will guide you through a series of troubleshooting steps that will get you up and running as quickly as possible without having to wait for a field service engineer to come on-site.

Key features

- Easy to access, intuitive, interactive user manuals
- Multiple “do it yourself” videos
- 24/7 availability of advanced, machine-learning troubleshooting tool including direct escalation to the Markem-Imaje Helpdesk
- Supporting all key Markem-Imaje technologies
- Multiple language support (Chinese, German, Spanish, French, Portuguese, Japanese, English)

Key benefits

- Drastically reduced downtime
- Faster printer and production recovery
- Reduced waste and costs
- Minimized external personnel on-site to improve safety

We've got your back. With Miva you will always have access to detailed self-troubleshooting technical guidance around the clock.

Start using Miva today to drastically reduce your downtime!

