

## Remote support contract

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*The Remote support contract directly provides support for questions in terms of application and troubleshooting with state-of-the-art remote support technologies or simply by phone. Quick help for a great price.*



**More information**  
High performance  
with a wide range of  
solutions and options.

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### Our services at a glance

#### Remote support

- Use of our hotline with technical support contacts
  - Checking of error messages for hardware and software as well as identification of possible error causes
  - Fast remote assistance without on-site assignment
  - Support for DIY troubleshooting due to Augmented Services
  - Individually agreed response times
  - Help for questions concerning application and device functions
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### Your benefit

Being able to access your devices remotely we can offer immediate assistance without the need for on-site assignments. A picture is worth a thousand words - By additionally using Augmented Reality our specialists identify your situation on site and efficiently guide you to the solution. Since there is no travel time in the first step due to the applied technologies we can offer a fast response time. There is minimal effort for you and you benefit from a high level of availability of your devices and systems.

Technical safety is thus provided at all times due to the certified access options. Access takes place via encrypted connections and is clearly defined. This guarantees uninterrupted transparency.

The hotline which you can call in the event of an error ensures continual availability and provides you with a central contact person you can report problems to - a personal service independent of location. Call-back times are determined and guaranteed individually for each customer. With the Remote support contract you have an individual service package tailored to your needs.

If an on-site assignment turns out to be necessary, the relevant data will already be known thanks to the customer-specific pre-check.

Also for questions related to functions of the devices you can rely on us. Our specialists on the phone will be happy to help you with operation details.

Is a professionalism something you value in a partner? With the Remote support contracts you are supported by technically qualified specialists with customer-specific know-how.

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### Special features

Documented transparency - the customer is given a service report upon conclusion of the remote assignment so that he can see what action has been taken. Specific third party devices can also be included in the contract.

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### Options

- Faster response times
  - Adjustment of hotline availability
  - Term of contract can be defined flexibly
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