Data Sheet
Remote support contract

My Bizerba Remote support contract offers troubleshooting via remote access and telephone. Quick help for a great price.

The Remote support contract is a Bizerba Essential contract. Our services cover your basic needs.

Our services at a glance
- Availability via hotline
- Guaranteed reaction times
- Activation by remote access
- Qualified contact partner from technical support

Your benefit
Being able to access your devices remotely we can offer immediate assistance without the need for on-site assignments. We offer fast reaction times, as there is no travel time. Thanks to the remote access, there is no work for you and you benefit from a high level of availability of your devices and systems.

Technical safety is thus provided at all times thanks to the certified access options. Access takes place via encrypted connections which are 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.

The Remote Support contract is paid for on an annual basis.

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

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.

Options
- Quicker reaction times
- Adjustment of hotline availability up to 24/7
- Term of contract can be defined flexibly