

Remote Support

Four tools, one goal:
Avoid on-site visits



Four tools, one goal: Avoid on-site visits

Staying on the safe side in any situation with Remote support: Saving time and money, increasing system availability, making your processes easier to plan.

Suitable for almost all Bizerba devices

From the retail scale to a comprehensive industrial solution: Remote Support is suitable for almost all Bizerba devices. The solution can be implemented quickly and is easy to use.

Remote support
via phone



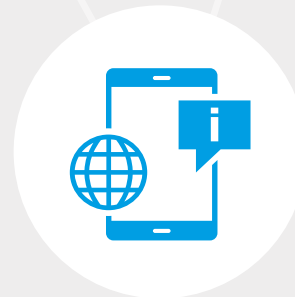
Remote support
via remote access



Remote device
monitoring
& management



Remote support
via AR app



Learn more about
Remote support

Increased efficiency and cost benefits if service is required

Finding solutions to problems without delay—the perfect option if you cannot afford system downtimes.



Remote support contract

Remote support contract: Your benefits as a contract customer

Quick help for a great price—a Remote support contract allows you to make the most of your budget to the benefit of your operation.

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

* due to good preparation, in case an on-site visit is still necessary



Faster troubleshooting,
fast response times, fast processing



Higher availability,
increased productivity due to shorter downtimes



Lower costs,
avoiding on-site visits, time-efficient technician assignment*



Highest level of expertise,
specifically trained team of experts at the Remote Support Center

Example of a Remote support process:



Download the free
Bizerba Augmented Services app

1:07 AM

He finds that the cause cannot be a software error.

1:10 AM

The technician asks you to check the system using the Augmented Services app.

1:27 AM

He discovers the cause and guides you step-by-step through the troubleshooting process.

1:46 AM

Your system is again ready for use.

12:35 AM

A technician connects to your system for troubleshooting.

12:23 AM

You call our service hotline to report a fault.





Learn more about **Remote support**



Schedule an appointment
with your Bizerba distributor

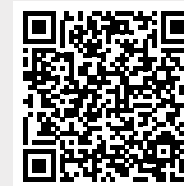
Or, contact our Bizerba Service:
service@bizerba.com



From the App Store (Apple) or Play Store (Google) download the free Bizerba Augmented Services app onto your mobile device. You can download the app faster by scanning the corresponding QR code.



Apple devices



Android devices

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