

# Remote Service Assistant.

AUDIO-VISUAL SUPPORT PROVIDED BY EXPERTS.

## Fast and efficient assistance

The Remote Service Assistant is our tool for professional customer support and training. At the push of a button, you can connect directly with the responsible Syntegon expert to receive real-time assistance. This allows the technician to benefit immediately from our guidance and technical knowledge while working on the machine.

By using the application, you can reduce unplanned downtime on your machine. In addition, the exchange of expert know-how provides long-term benefits.

The Remote Service Assistant is suitable for all stationary and mobile devices. The only requirement for utilizing the tool is access to either a 4G network or WIFI. The connection is established via chat, phone or video call. Group chats or group calls are supported as well.

## Your benefits

- ▣ Professional and fast troubleshooting
- ▣ Short reaction time
- ▣ User-friendly installation and operation
- ▣ No travel costs
- ▣ Training on the job

## The Remote Service Assistant includes:

- ▣ User license for access to the app
- ▣ User training for the app
- ▣ Expert advice provided by Syntegon
- ▣ Direct audio and visual communication between our experts and the technician working on the machine

In addition, we can support you in selecting the appropriate type of smart glasses (optional).

The use of the tool is subject to a signed Remote Service Agreement.

Would you like to get quick access to Syntegon's profound expertise?

Please get in touch with us. We will be glad to support you.

You will find your local partner at:

▣ [WWW.SYNTEGON.COM/SERVICES](http://WWW.SYNTEGON.COM/SERVICES)

