

Remote Expert Support

Mixed Reality
Interaction,
Globally





SUPPORTING YOUR SERVICE REQUIREMENTS REMOTELY

Issue resolution does not always require on-site presence. Up-to-date technology and connectivity allows remote connection to PCs and mobile devices. Mixed reality technology helps to get visual and audial feedback without even boarding a car or plane.

OUR GLOBAL SERVICE EXPERTS NETWORK

We are available to support you in keeping the availability of your equipment up, by providing Remote Support at any time of the day. Please get in touch with our Service Experts for: **process consultation, troubleshooting, commissioning support or technical training.**



PHONE SUPPORT
24/7 expert availability



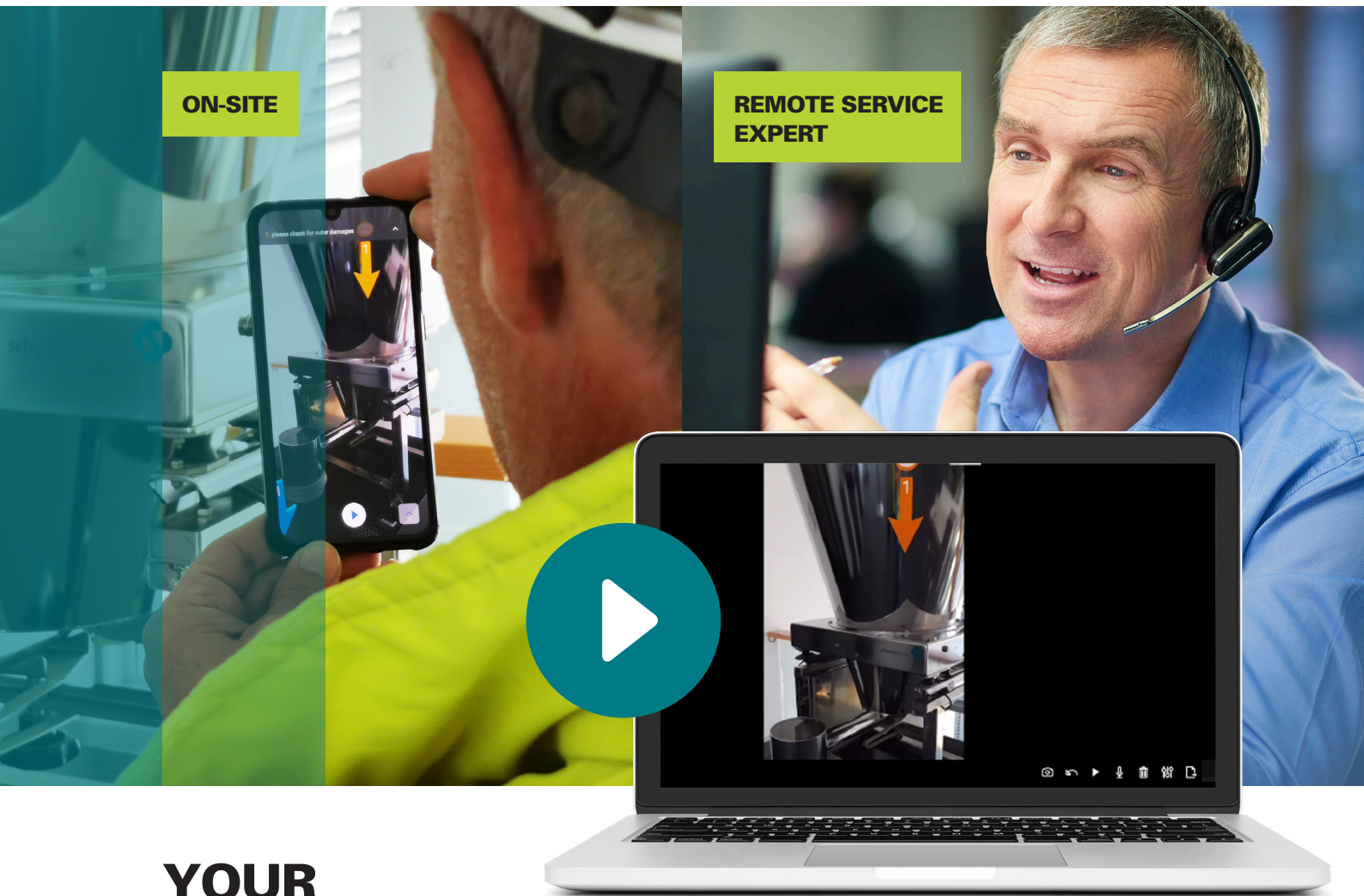
REMOTE CONNECTION
Remote in-depth analysis and support of your personnel



VIDEO SUPPORT
Consultation including video streaming and desktop access



MIXED REALITY INTERACTION
Access to mobile devices allows using audio and video including augmented reality information exchange



YOUR POSSIBILITIES

MIXED REALITY

We use Mixed Reality Service Tools to support troubleshooting, commissioning and maintenance work, together with your team, competently, efficiently and without delay.

We are equipped with the latest technology, which allows us to connect your team with our Service Expert through the camera of a mobile device. On-site situation is transmitted in real time to experts. Our Service Experts will guide you in compliance with highest data safety standards.

REQUIREMENTS FOR SUCCESSFUL REMOTE SUPPORT

WE ARE READY

- » Competent Service Experts available
- » Equipped with powerful online service tools
- » Processes in place to service you quickly

HOW DO YOU GET READY?

- » Reliable internet connection and IT regulations approved
- » Remote Support Agreement in place
- » Min. scope of spare parts available on-site



YOUR ADVANTAGES



COMPETENT

- » Long-standing experiences in your process
- » Experienced in mechanical and electrical technical aspects by all experts levels up to R&D
- » Skilled in up-to-date Mixed Reality Service tools



FAST

- » Quick reaction times
- » High availability of our Service Experts
- » Quick solution finding



EFFICIENT

- » Easy corporation
- » Cost saving by avoided traveling cost
- » Increased plant uptimes



ON CALL REMOTE SUPPORT

We know that the reliable operation of your systems is most important to you. With an **ON CALL** Remote Support Agreement you can get ready for our quick Remote Support.

	ON CALL
Contract Period	No contract period
Standby Time	Weekdays except Saturday 07:00 to 17:00
Reaction Time	Not included
Hours incl.	None
Support Fee	None
Hourly Rate	€195

SPECIAL TIMES REQUIRE SPECIAL CUSTOMER SUPPORT – OUR COVID-19 CAMPAIGN.

The COVID-19 pandemic has had an extreme impact to our lives with significant economic consequences. Nonetheless, how many systems you include in your Remote Support Agreement it will always be for the same support fee until 31.12.2020.

After this period, you can decide whether you want to keep on using the advantages of our Remote Support, or not.



YOUR OPTIONS

	ON CALL	CLASSIC 1	CLASSIC 3	PREMIUM 1	PREMIUM 3
Contract Period	No contract period	1 calendar year	3 calendar years	1 calendar year	3 calendar years
Standby Time	Weekdays except Saturday 07:00 to 17:00	Weekdays except Saturday 07:00 to 17:00	Weekdays except Saturday 07:00 to 17:00	Monday to Sunday 00:00 to 24:00	Monday to Sunday 00:00 to 24:00
Reaction Time	Not included	4 hours	4 hours	4 hours	4 hours
Hours incl.	None	10 hours	10 hours	10 hours	10 hours
Support Fee*	None	€6.000	€4.800	€19.200	€15.360
Hourly Rate	€195	€150	€150	€150 (weekdays except Saturday 07:00 to 17:00) or €250 (outside aforementioned period)	€150 (weekdays except Saturday 07:00 to 17:00) or €250 (outside aforementioned period)

*The support fee relates to up to five systems.

For details please get in contact with our Service Experts using the details below.

BVP10000EN All information is given without obligation.
All specifications are subject to change. © 2020

Your Partner

Please contact Schenck Process where you will be directly connected to our Expert Team.

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we make processes work