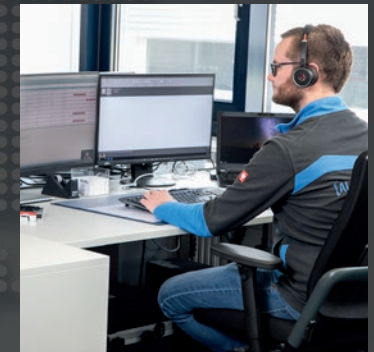


SUPPORT

REMOTE SERVICE ■ AUGMENTED REMOTE SERVICE ■ FIELD SERVICE

Minimal downtimes - maximum availability. The Harro Höfliger service technicians offer you quick and efficient support in each service case. Whether it's remote service, augmented remote service with digital video support, or directly at your site, we have an option to fit your needs.



YOUR ADVANTAGES

FAST SUPPORT

Minimal waiting time when identifying and solving your service cases through (augmented) remote service

REDUCTION OF TRAVEL EXPENSES

Efficient, multifunctional communication minimizes the number of on-site visits

OPTIMIZED ERROR IDENTIFICATION

Digital video support for direct transfer of Harro Höfliger expert know-how via your device on site

SECURE CONNECTION

Efficient IT solution for direct communication and secure access into the machine

WORLDWIDE AVAILABILITY

More than 80 qualified service technicians worldwide

OUR SERVICES

AUGMENTED REMOTE SERVICE

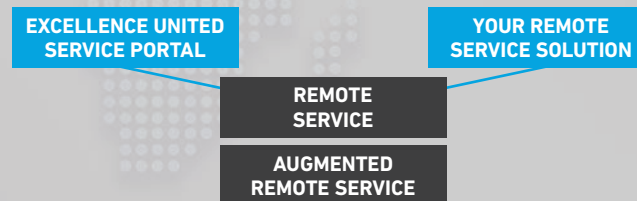
Digital video support by our service technicians for your team on-site to troubleshoot mechanical and electrical problems

REMOTE SERVICE

We solve your software problems remotely with a secure port-to-port tunnel connection to your machine

FIELD SERVICE

Our qualified service technicians ensure that problems are quickly resolved directly at your machine



"As service technicians, we solve up to 85% of all service cases directly via our secure remote service connection, thus ensuring a high level of production reliability for your machines. We can also identify and solve many mechanical and electrical issues with our customers via our Augmented Remote Service."

Timo Euerle, Service Technician - Controls Engineering