



Support



Remote Assistance

Need fast help without waiting for a technician to arrive on-site? We can assist you remotely including use of the latest communication technology. Quick, efficient, and flexible, allowing our experts to guide your team in real-time.

Your need	<p>Remote support is a smart and efficient solution to maintain tool uptime and service quality, especially when a fast reaction or limited on-site access is critical. Depending on your situation, you may face one of the following needs:</p> <ul style="list-style-type: none"> ▪ You require urgent phone, chat, or email support to clarify a software issue or resolve an operator-related question. ▪ A tool-down situation calls for immediate action. A live visual connection with our expert enables faster diagnosis while avoiding the wait for arrival of on-site engineer. ▪ Your technician needs remote, real-time guidance from our expert to carry out a procedure on the tool. We support you using smart glasses or a mobile device. ▪ You need remote intervention on the tool itself. Our service expert connects securely to your tool (in line with your IT policies) to perform remote diagnostics or corrective actions during a support session with you present at the tool itself.
Our service	<p>We offer several levels of remote assistance, from classic phone/email support to advanced visual live support using smart wearables.</p> <p>Live Visual Support:</p> <p>With a smart device (e.g. HoloLens or similar), your technician shares a live view of the situation. Our expert provides step-by-step guidance to solve the issue quickly.</p> <p>Remote Access:</p> <p>If required, our experts connect securely to your tool software (e.g. via TeamViewer or Citrix) - always respecting your IT and data policies.</p> <p>Typical Result:</p> <ul style="list-style-type: none"> ▪ Tool issues resolved faster ▪ Shorter downtime and reduced need for travel ▪ Quicker issue analysis to determine if a spare part or on-site visit is actually needed
Your benefit	<p>Thanks to our fast and flexible support approach, we can help resolve tool-down situations quickly or provide advance preparation for upcoming on-site interventions. Your benefits include:</p> <ul style="list-style-type: none"> ▪ Immediate expert access without travel delays ▪ Faster resolution of tool-related issues ▪ Reduced production downtime and disruption ▪ Cost savings by minimizing the need / time required for on-site visits <p>On average, up to 30% of all support cases can be resolved remotely.</p>



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Perhaps you are not sure if you really need our technician on site? We can assist you remotely based on the newest communication technology. Quick, cost- efficient and flexible together with you and your technicians.

Want to know more?

Our remote support is available as a stand-alone service or as part of your existing service package (Bank of Hours Packages, 8/5, 12/5, 24/7).

Follow up on **On-site Support** is available if needed.

For more details about our visual support service, contact your local **Evatec Service Team** or email us at: cs.global@evatecnet.com