



Support



## Remote assistance

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.

<p><b>Your need</b></p>	<p>Remote support is becoming more and more important for the future. Depending upon your individual situation you may face one of the following needs:</p> <ul style="list-style-type: none"> <li>▪ Tel, Chat or Mail support in case of software troubleshooting or operator error</li> <li>▪ Tool down situation which requires immediate reaction; no time to wait until Service Technician is on site. One of our technicians can assist your technician virtually based on mixed reality technology</li> <li>▪ No emergency, but your staff needs support from Service Technicians to solve an incident/disturbance virtually on site</li> <li>▪ Remote intervention with direct access to tool executed by an experienced Field Service Technician</li> </ul>
<p><b>Our service</b></p>	<p>We can offer you different levels of remote assistance. Classical phone and eMail support can be enhanced by more advanced our virtual presence on site based on the latest mixed reality technology (HoloLens from Microsoft) and even direct access on your tool.</p> <p><b>Phone / Mail support:</b> Take advantage of our support, performed by qualified technicians.</p> <p><b>Mixed Reality:</b> We provide you with HoloLens equipment from Microsoft and give you a short training. The tool is easy to handle and intuitive in use. The only thing we need from you is WLAN connectivity in your Fab - ff course we fully respect your IT security guidelines. Put on your glasses and off we go – into the future of maintenance!</p> <p><b>Remote Access:</b> In case of unexpected tool down or software and process problems we connect directly to your tool (and according to your IT security guidelines) in order to give you support by a qualified Evatec field service / field application engineer and/or level 2 technician.</p> <p>We need direct access to your tool and phone/online connection with customer technician on site.</p> <p>Possible remote software options for direct access on customer tools are : ANYDesk, Team-Viewer, Citrix. Reminder: Of course we always fully respect and work within your IT security guidelines and/or access limitations.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▪ Tool down situation solved or</li> <li>▪ Error analysis for a specific on site intervention</li> </ul>



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<p><b>Your benefit</b></p>	<p>As a result of our quick reaction we can solve your tool down situation and/or perform an error analysis for a specific on site intervention. Generally your benefit is:</p> <ul style="list-style-type: none"> <li>▪ Reduction of unexpected downtime thanks to immediate remote availability of professional technical support</li> <li>▪ Time and cost savings by avoiding travel expenses</li> <li>▪ Quick help for software analysis and operator error</li> <li>▪ Direct contact with our experts</li> </ul> <p>By the way, around 30% of all support cases can be solved remotely</p>
<p><b>Want to know more?</b></p>	<p>We offer <b>Remote assistance</b> as a stand-alone service or together with other services of your choice.</p> <p>This service can be followed by an <b>On-site support</b>.</p> <p>Please find additional info specially for our service with <b>Microsoft HoloLens</b>.</p> <p>Send an email to our global service office at <a href="mailto:cs.global@evatecnet.com">cs.global@evatecnet.com</a> or contact your local sales and service office at <a href="https://evatecnet.com/about-us/sales-service/">https://evatecnet.com/about-us/sales-service/</a></p>