Customer Service
Your Challenge Our Solution

evatec process systems

Support

Remote Assistance

Waiting for an engineer to travel when the answer could come in minutes? We connect you to Evatec expertise remotely – by phone, live video or secure access to your tool.

Your need

Do you find yourself answering yes to any of these?

- Is your tool down and every hour of waiting for travel costing you production?
- Do your operators hit questions that stall a run until someone with the answer is available?
- Are you paying for on-site visits that turn out to be a setting, a software issue or a single part?

Our service

We support you remotely at the level your situation needs. Classic phone, chat and email support handles software questions and operator issues. Live visual support lets your technician share a real-time view through smart glasses or a mobile device while our expert guides each step. Where deeper investigation is needed, we connect securely to your tool software in line with your IT and data policies to run diagnostics or corrective actions, with your team present at the tool.

Every session is handled by a qualified Evatec Field Service Engineer, available as a standalone service or within your existing service package (Bank of Hours, 8/5, 12/5, 24/7). You get a fast answer, a clear diagnosis and a decision on whether a spare part or an on-site visit is actually needed.

Your benefit

- Reach an Evatec expert immediately, without waiting for travel.
- Return your tool to production faster after an unplanned stop.
- Avoid on-site visits and travel costs that a remote session can replace.
- Arrive at on-site interventions prepared, with the right parts already identified.

Want to know more?

Remote Assistance works well on its own and even better combined with On-Site Support, Spare Parts Kits or Operator Training.

Talk to us about what fits your fab.

Scan to watch the Remote Assistance video or visit the service portal on our website.

www.evatecnet.com
Or contact us directly: **cs.global@evatecnet.com**
or reach out to your local Evatec sales and service office.

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