SYMMEDIA SP/1 REMOTE SERVICE

› Acquire, process and close service cases around the clock

› Maximum machine availability- fast service on demand

› Patented tunnel technology for secure data exchange

› Standardized connection of machines

Tunnel Services

The tunnel services are the key feature of the symmedia SP/1 Remote Service. Base tunnels enable remote desktop access, for example to the machine's HMI. Special control tunnels allow direct access to the machine control for remote maintenance, for example.

symmedia instantVPN® always establishes a secure connection between the Service Cockpit on the part of the machine manufacturer and the Site Control on the customer's machine, so that data can be read out and processed by the controller. Advantage: high performance and maximum security.

Structured service process

The symmedia SP/1 Service Request structures the communication between manufacturer service and machine operator. It makes the service process convenient and transparent for manufacturers and operators.

The use of symmedia SP/1 Remote Service brings great advantages to service organizations. For example, the system decouples the fault message from the troubleshooting (in contrast to telephone support). Using the symmedia SP/1 Daylight-Following procedure, worldwide service organizations can offer a 24/7 service with little effort.

symmedia SP/1 Remote Service automatically records all service requests, prioritizes them and makes them available to a ticket system, for example. Service technicians can be notified of new service requests by

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SMS or email. If a service request is not processed within a certain period of time, an automatic escalation process can be initiated. In this way, it is possible to obtain a detailed overview of current requests, comply with service level agreements and provide operators with feedback on the current status of processing.

Conference Center

The Conference Center offers a live video connection, Voice over IP, chat and whiteboard function. Advantage: It is integrated in the Customer Cockpit and uses the secure symmedia instantVPN®, which means it is accepted by most operators without any problems.

Online conferences are an indispensable tool: Wherever different languages, training levels and working methods meet, all participants benefit from the possibilities of working together with multimedia support.

Service-Request-Map

With symmedia SP/1 Remote Service, the manufacturer's technicians can access a machine at any time via the customer's service request via a reconnection and solve problems online, for example by entering new data, installing updates, performing remote maintenance or changing parameters. Emergencies are marked precisely on a map.

Supplier Module

Production plants often consist not only of components from one manufacturer, but of several. The knowledge and therefore the ability to remotely correct errors is usually with the supplier of the component. It is important to include this supplier in the problem solution.

Exactly this is possible with the symmedia SP/1 supplier module. If necessary, the corresponding supplier can be included in the service case. On invitation or automatically, the supplier receives access to exactly the component supplied by him and can carry out remote diagnoses and eliminate the error remotely.

Time Account

Keep an eye on all online service times and provide customers with clear reports: with symmedia SP/1 Remote Service this is possible.

Service quotas can also be stored for each customer. The service technician's online time required to solve a fault message is automatically debited from the service time account by the system.

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