



**UNITED
GRINDING**
Digital Solutions

Remote Service Always there for you. At any time and place.

Highly efficient:
The **UNITED GRINDING**
Remote Service
Package

Remote Service offers prompt, system-specific support by service experts: efficiently and with a high level of security.



Save time and money

With UNITED GRINDING Remote Service, time and cost-intensive faults or downtimes can be minimized.

Your machines and systems are your capital. In order for your company to operate effectively, the value chain must work smoothly. Prompt, system-specific support by specialists is more important than ever today: Complex systems and rising cost pressures require optimized availability and quick service.

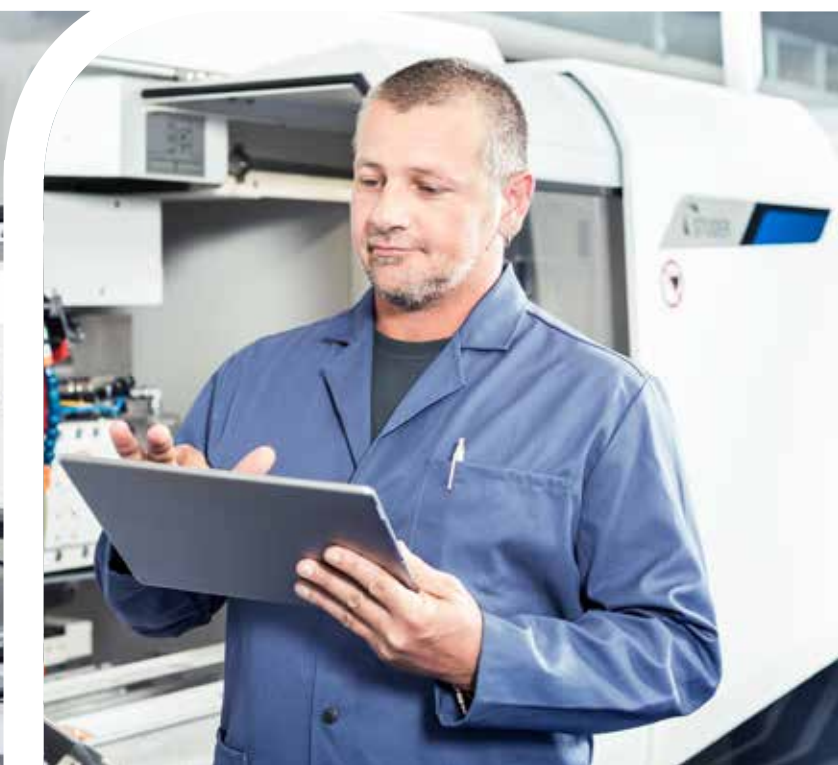
With Remote Service we offer a comprehensive solution for optimal support of your machines. Secure Internet connections enable expert support with just one click – without any travel times. With Remote Service you will increase the efficiency of your production.

Remote Service STANDARD

- Qualified remote maintenance
- Professional online support by service experts
- Transmission of relevant data such as machine condition, alarm and error log files at the press of a button
- Secure communication platform and certified VPN connection
- Simple integration into existing IT infrastructure (LAN)
- Documented connections with logbook

Your advantages:

- Irrespective of time and place: direct and straightforward support
- Service request at the press of a button
- Personal exchange with our service experts
- Simple communication possible via webcam
- Analysis and troubleshooting by service experts via remote access
- Online exchange via Conference Center
- Increased availability of your system
- Minimization of downtimes
- Reduction of waiting times





Remote Service PREMIUM

All services in accordance with Remote Service STANDARD.

In addition:

- Guaranteed response time of 2 hours*

Additional advantages

- Even faster intervention by our service experts
- Immediate confirmation of message receipt
- Improved response and solution time

*During the normal business hours of the Customer Care Organization responsible for the specific market.



Your data in safe hands

The most important feature of Internet-based connections is security. UNITED GRINDING Digital Solutions is a TÜVIT certified Trusted Product. TÜVIT certified hardware and software: Secure products and systems you can rely on.



Do you have any questions?
Please contact us.

Make sure that you have the right Remote Service product.
Give us a call. We will be glad to advise you.

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