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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