

KOENIG & BAUER

Koenig & Bauer MetalPrint

Select Remote service package

Your reliable
24/7 support

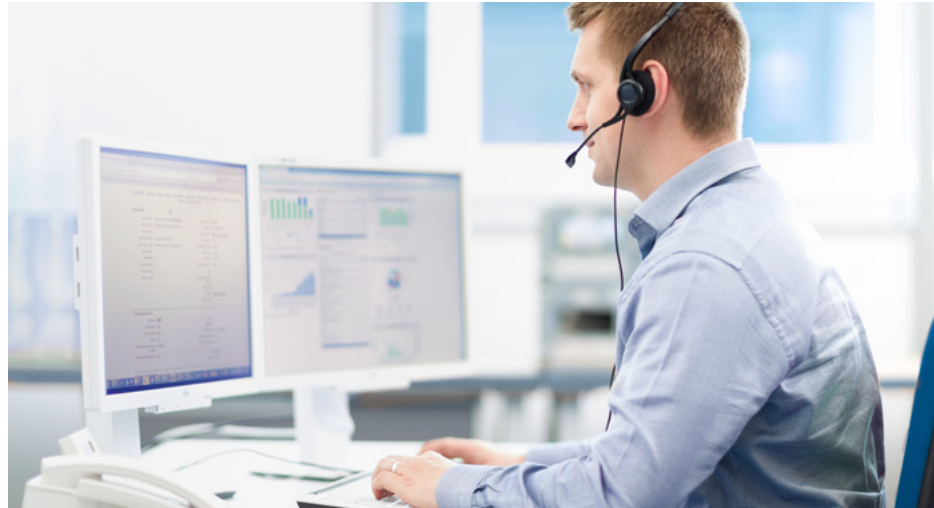


we're on it.

Expert problem-solvers available around the clock – by phone and online

You can contact our hotline at any time of the day or night, either by phone or by e-mail. Our remote maintenance experts are able to call up diagnostic, software and control data via a direct online link. Almost 80% of all cases are solved successfully by remote maintenance. This means that your printing or coating line is back in full production as quickly as possible, without the need for a technician to attend in person.

It goes without saying that the online link via VPN guarantees maximum data security through special hardware encryption measures. In this way, our remote maintenance experts can secure fast and cost-effective access to your installed machines.



When every second counts: Fast interactive assistance via Visual Customer Support

Modern augmented reality technologies bring intelligent support directly to the mobile device in your pocket (smartphone or tablet). Through our new interactive live video tool Visual Customer Support, our remote maintenance specialists have exactly the same view of your machine as your local technician and can thus provide optimum assistance and instructions to analyse and rectify problems. At the same time, your technician can communicate directly with the remote specialists by phone or chat – all from any point on the actual production line, without needing to interrupt work.

For further information, please contact Koenig & Bauer MetalPrint by e-mail to: service-metalprint@koenig-bauer.com or by phone on: +49 711 699 71-300.

Koenig & Bauer MetalPrint GmbH

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Select Remote service package: Your reliable 24/7 support for decisive time and productivity gains

In an emergency, we are on hand to help you around the clock. The initial call and first technical clarification are free of charge. It is only from the start of the actual diagnosis and solution process that the designated fee of 625 euros per hour or part thereof is incurred.

Our recommendation: Secure access to our team of experts for an attractive flat-rate amount with our Select Remote service package. Or opt straightaway for the comprehensive Select Maintain maintenance programme.

The Select Remote service package

- 24/7 remote service availability
+49 711 699 71-699
- Direct communication with an expert from Koenig & Bauer
- Interactive live video support directly on your mobile device with Visual Customer Support
- Fast and uncomplicated problem solution via remote maintenance
- No unplanned costs thanks to an attractive flat rate
- Significant time and productivity gains

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