



# Remote Support Service & Solutions

*Engineering Excellence*



# Optimizing diagnostics and processes

## Service & Solutions

Remote Support provides customers with a state-of-the-art, cost-effective option for viewing and analyzing information about the injection molding machines immediately or making it available to Netstal customer service.

### Technical advice

Remote Support gives our specialists in customer service and application technology access to the machine control system to provide optimal support to the customer.

### Minimizing downtimes

Nowadays, in order to optimize the identification of faults, it is extremely important for both customers and the technical customer service team to receive the correct information promptly, and to introduce specific troubleshooting measures as a result. Remote Support provides reliable, firsthand analysis data, providing valuable information about the source of

the problem. This saves you critical time in the early phase of troubleshooting. The downtime of the machine is reduced to a minimum.

### Data security and confidentiality

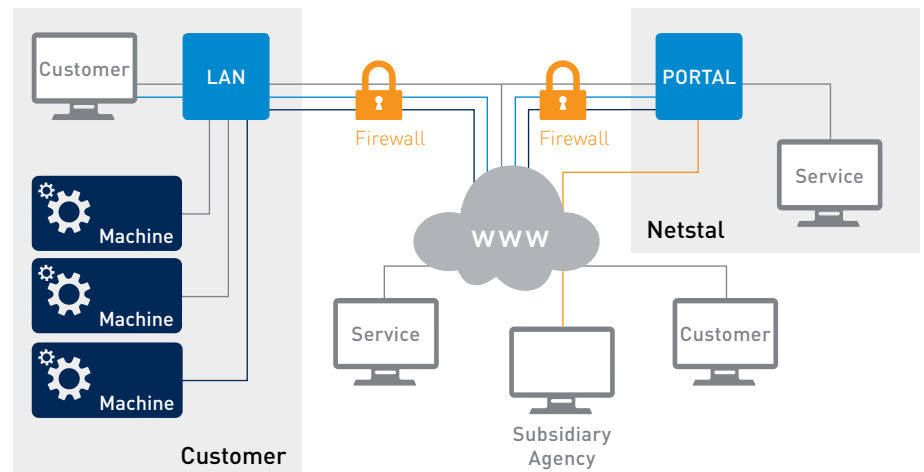
Our Remote Support uses cutting-edge technology to encrypt the data traffic in both directions. A connection can be made from the machine to Netstal's own Remote Support server only using

a specially installed certificate on the machine. Users authenticate themselves with a password and token in order to use the service.

### Your benefits:

- Customer-specific access to the machines, regardless of location
- Optimized application technology support and analysis of the machine control system
- Minimizing troubleshooting and downtime

### Infrastructure



1. Startup



2. Utilization



3. Optimization



4. Phase-out

**With Service & Solutions, we give you optimal support throughout the entire lifecycle of the machine – from startup, through utilization and optimization to phase-out.**

By providing solution-driven services and products, we help you maintain optimal production efficiency and thereby secure your investment.

You can find additional information at: [www.netstal.com/service](http://www.netstal.com/service)