

TruServices

TRUMPF Remote Support



Minimize Downtime with Remote Support

We are constantly investing into our capabilities of helping you remotely: the quickest and most cost-effective way to get your machine up and running again.



Your support

We have a team of 40 Technical Remote support technicians available 24/7.



Our performance

Our inhouse solution rate is 85%, meaning we solve more than 2,500 cases per month without sending a technician for a mission.



Smart Solutions

We can video stream via Smart Glasses or any mobile device to help you troubleshoot. This way we see what you see.



Easy coverage

Our Remote Service Agreement includes an annual flat rate on all of the benefits.

Get Connected in Real-Time with TRUMPF Visual Assistance and Smart Glasses

TRUMPF Visual Assistance

TRUMPF Visual Assistance is our live video tool between you and our Technical Remote Support Group. It allows you to send or save photos and videos, receive annotations and live chat with our TRUMPF inhouse technicians, so we can get a clearer picture of the situation and guide you in the right direction.



Mobile App

A mobile version of TRUMPF Visual Assistance can be used on smartphones or tablets. Easy to set-up for a call, this app is a great tool for problem diagnosis and spare parts clarification.



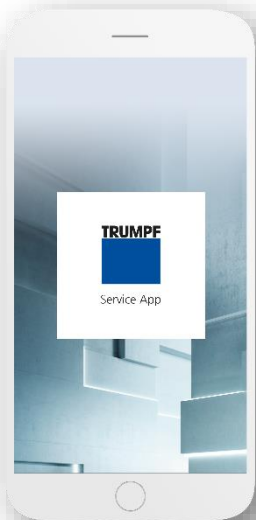
Smart Glasses

With the help of Smart Glasses, we can guide you through troubleshooting problems remotely. You have your hands free and we will walk you live through the repair.

Service App and Technical Guides

The app for your service messages

Reporting a service case and having trouble keeping track of your processing status? With MyTRUMPF and the Service App this is a thing of the past.



Fast

Service cases are created quickly and easily, saving you time.



Transparent

Information about service cases is available for all app users.



Technical Guides

For many of the more common error messages, the Technical Guides provide suggestions as to how you can fix the problem yourself. In this way, many cases can be resolved quickly and simply without needing a service engineer to help you remotely or come on a mission. Type in the error code through the service app and you will automatically receive a Technical Guide if your machine is covered under a Service Agreement.



Direct

The case goes directly to the service engineer responsible, who then calls back.



Flexible

Service cases can be reported around the clock.

Use the Service App with your free MyTRUMPF account

Create a MyTRUMPF account at www.trumpf.com/mytrumpf. Download the app to your mobile device and you can create your service cases with ease using the app or directly online in myTRUMPF.



Reach out to us and we will work with you to cover your shop floor or single machines under a Remote Service Agreement:
ServiceAgreements@us.trumpf.com