

TruServices

## TRUMPF Remote Service Agreement



### 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 highly skilled experts for the Technical Remote support.



#### Smart Solutions

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



#### Our performance

Our inhouse solution rate is 60% meaning we solve more than 240 cases per month without sending an engineer for a mission. Our vision to reach 85% global target by making this possible in India



#### Easy coverage

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

## 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 engineers, 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.