

## Product Information

### Remote Support

CTA: 317319 305125



Secure remote access for service experts via remote support

#### What is remote support?

Our comprehensive remote support service helps reduce long machine downtimes by direct remote access to service experts. Close communication between the user and the manufacturer is necessary to quickly and easily eliminate the cause of a problem. Information is exchanged by means of modern communication tools such as chat, video and whiteboard. Complex issues can be assessed and resolved immediately anywhere in the world through live access to an expert. The use of on-site personnel and corresponding travel costs are eliminated, while first-class service is provided remotely from the point of consultation until equipment repair. A secure connection of our service personnel with your machines is ensured through TLS encrypted and TÜVIT-certified security standards.

#### symmedia SP/1 software

Smooth workflows and a secure information technology infrastructure are essential for IT managers. A secure connection of our service personnel with your machines is ensured through TLS encrypted and TÜVIT-certified security standards. symmedia SP/1 software has been awarded TÜVIT certification. By means of a service request from the customer, our service technicians provide comprehensive support through remote machine access.

With remote support, every industry, every company regardless of size and every employee can be reached. Production related machines, production related tests and automated production, in particular, benefit from



TÜVIT certificate for the remote service portal software symmedia SP/1

remote support. As our customer, you expect prompt support—even from a distance—to shorten response times and prevent machine downtime. And, of course, with the expectation of a secure IT solution. Due to our comprehensive security measures, you can exchange machine-relevant data and information with our service technician without hesitation.

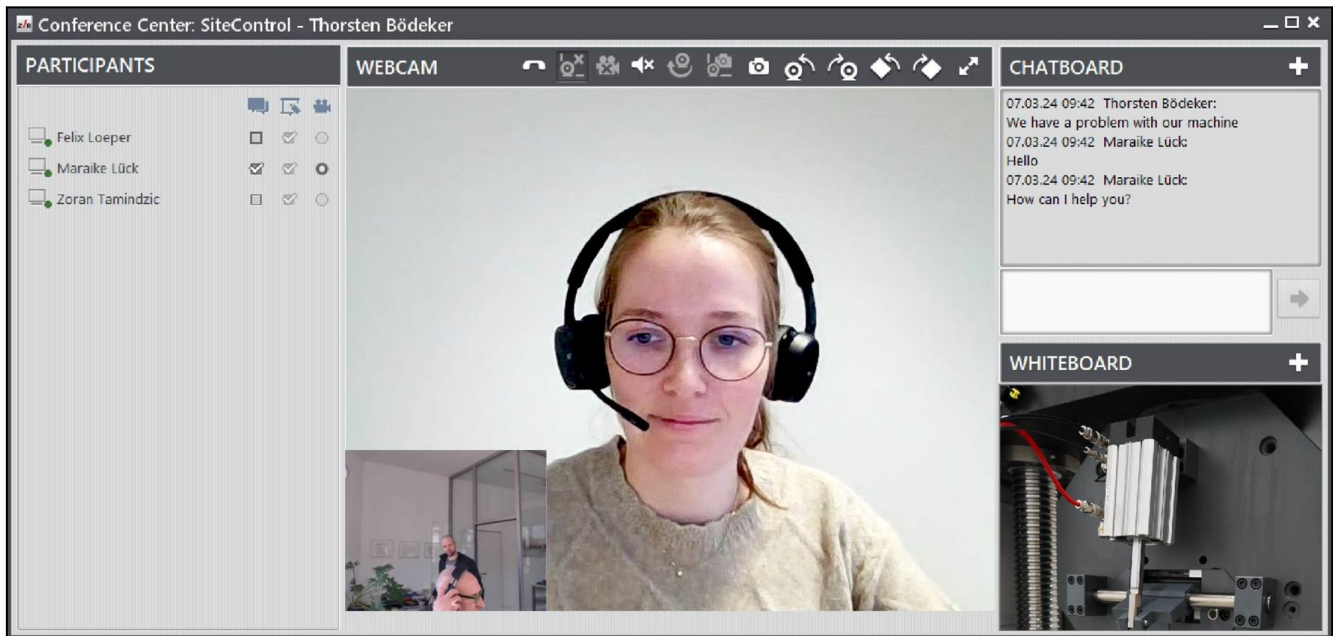
#### Advantages and features

- **Fast reaction time** - our service technicians access your machine remotely within minutes to make an initial assessment of the situation.
- **Reduced costs** - through the use of efficient and optimized processes and the elimination of travel expenses, your overall costs are reduced.
- **Work efficiency** - the processing of all service requests becomes more efficient through an improved infrastructure: here, you have access to support tools such as a ticket system.
- **Single point of information** - by using a remote support cockpit, all digital notifications are available at a glance.
- **Time savings** - the service request is directed to the appropriate expert through a service ticket workflow.
- **Secure connection** - we guarantee machine-appropriate safety standards: TLS encrypted and TÜVIT certified security standards.
- **Training** - customized training directly on the machine to ensure that you are always up to date on the latest developments in materials testing.

## Product Information

### Remote Support

CTA: 319927



Exchange of information via the conference center in the remote support tool from the customer's perspective

#### Conference center

The conference center is divided into four windows: participant, whiteboard, webcam and text conference. These four means of communication allow for fast, flexible and close interaction with customers. By using live webcam transmission, the problem can be assessed immediately.

#### Participant

The participant window shows a list of available communication participants (text, whiteboard and webcam) The whiteboard communication option is always active. The user can select or block individual participants for text or webcam communication.

#### Whiteboard

This window can be used to exchange images such as a screenshot of the live transmission. These can be edited and annotated with drawing tools. Acceptable formats: JPG, TIFF, GIF, PNG, BMP.

#### Webcam

Multiple participants can be involved in the live video transmission. It is possible to hold an audio-only or video conference. A participant can also use the video function while another participant only uses the text function in case a webcam is not available.

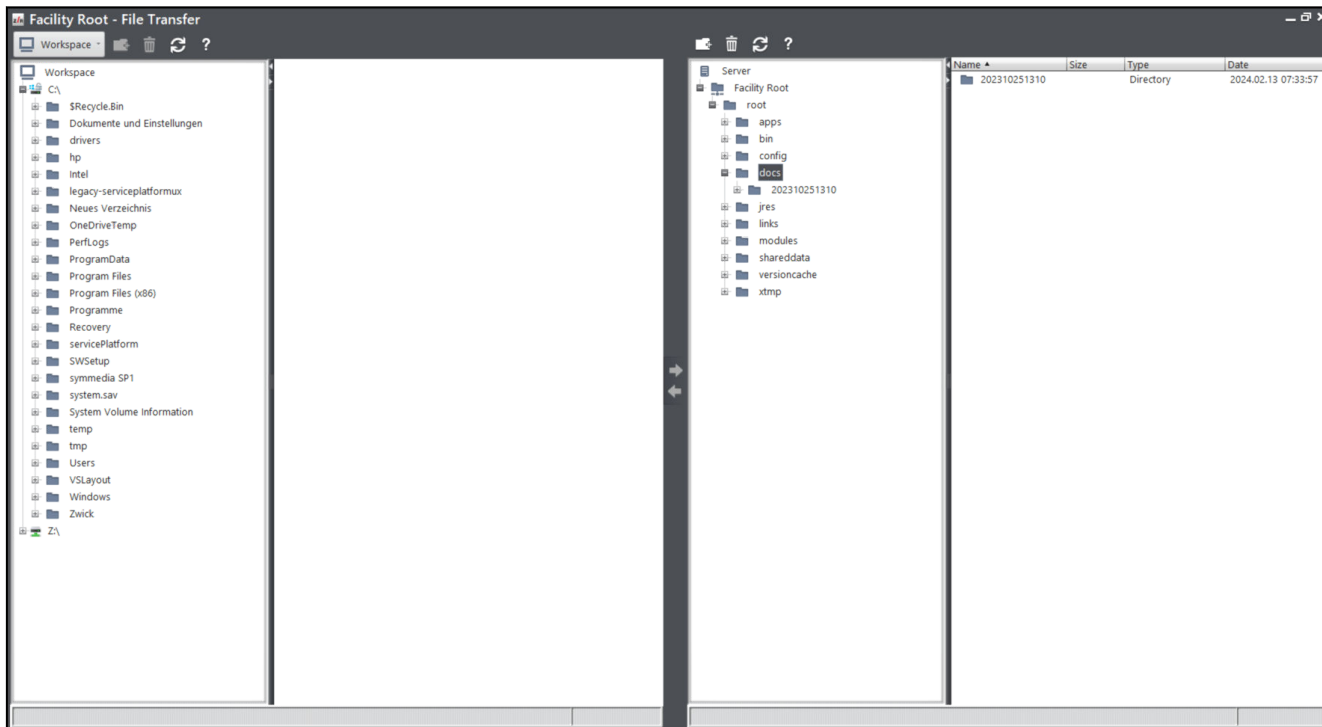
#### Text conference

In this window participants can communicate via text. The chat history can be saved and printed. Text files can also be sent.

## Product Information

### Remote Support

CTA: 319928



Remote support allows for the seamless transfer of files

#### File transfer

The software allows users to seamlessly transfer files and information between remote computers, enabling smooth collaboration and quick task resolution. The customer as well as ZwickRoell service technicians can send and receive files. For the service technicians, however, this is conditional on customer approval. To transfer files from one system to another, a directory in the tree view or any number of files in the list view is selected in the source system browser and transferred to the target directory.

#### VNC conference

VNC conference was developed in order to provide a seamless remote access experience. It allows users to access, control, and collaboratively use remote systems. The customer can decide at any point when they would like access by a ZwickRoell employee to be disconnected. Through remote maintenance of computers, we support our customers by addressing challenges without the need to be physically present.

#### Remote support package

Description	ArticleNumber
Remote support	<b>1124082</b>