

HelioConnect

We support you without physically being on site.

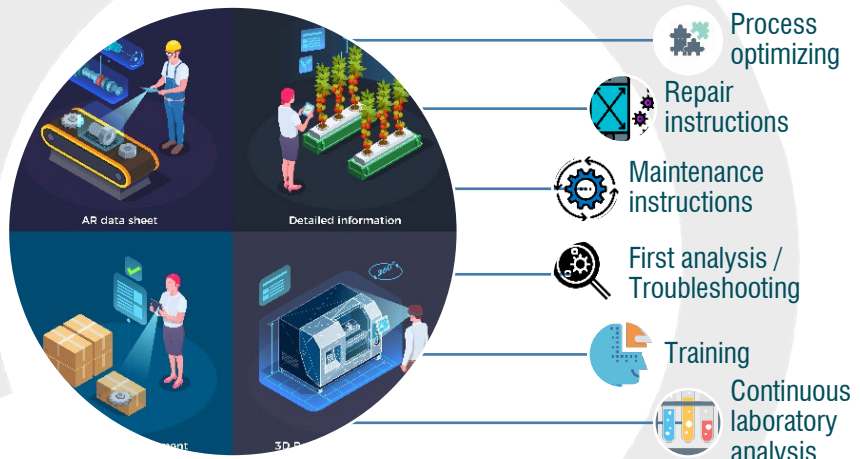
HelioConnect – Our way of digital support!

COVID-19 forced millions of people to work from home, making remote support a vital function for us and our customers worldwide.

Daetwyler Graphics “new” efficient digital communication solution “HelioConnect” was born to connect experts at the time of need across our network. Augmented Reality (AR) glasses accelerate response time, increase uptime and service levels, improves global access to support and significantly reduces costs.

Benefits in bullets:

- Specialists have both hands free to perform their job.
- Ensured mobility during support.
- Effective and fast communication.
- Employee safety at its best.



Benefits:

- Direct link to Support Team
- Direct knowledge transfer
- Fast reaction time
- Higher productivity due to shorter downtimes
- Expense-based billing
- Hands-free technology
- Reduce errors, higher rate of first fixes
- Continuous documentation
- Better training and education
- Less expensive travel costs

Our experts can support you with:

Process optimizing

- Evaluating process results
- Support for process optimization
- Quality assurance

Repair instructions

- Guided repair instructions
- Assembly instructions

Maintenance instructions

- Preventive maintenance recommendations
- Guided Maintenance

First analysis / Troubleshooting

- Guided initial analysis
- Guided troubleshooting

Training

- Effective Knowledge Transfer
- Flexible participation with multiple persons

Continuous laboratory analysis

- Guided laboratory analysis
- Result evaluation

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Basic is for customers who would like to manage and control their own devices. In addition to the basic fee, billing is charged in 15 minute intervals. Easy access, no ties.

Licensed is for customers who focus on the daily business and want to leave the administration of their device to the experts. This means that the device is managed by Daetwyler Graphics from the moment of purchase and will be updated regularly with the latest software.

Licensed + is for customers with a maintenance contract. The technical features are the same as in the Licensed package, and the Augmented Reality glasses are included free of charge on top of a fixed discount on maintenance parts and service rates when a maintenance contract is placed.



	Basic	Licensed	Licensed +
Fixed Basic fee	✓		
Additional billing/15min interval	✓		
Additional billing @ reduced rate		✓	✓
Annual License fee		✓	✓
First Analysis free		✓	✓
Device Management		✓	✓
Fixed travel expenses for on-site service		✓	✓
Fast Support	✓	✓	✓
Documentation	✓	✓	✓
Secured Connection	✓	✓	✓
Fixed discount on maintenance materials and service rates			✓

For a test connection please contact our service department.

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A HELIOGRAPH HOLDING COMPANY