



Bühler Services
Partnering for better outcomes

Remote Care.

Secure operation 24/7.

Bühler is your solution partner anywhere, anytime. Remote Care adds the possibility to access instant support in times of emergencies, increasing uptime and securing operation 24/7. In this rapidly changing world, we are here to support you remotely, round-the-clock, to meet your business needs without the need to travel to your site. Along with continued high-quality support, together we partner to additionally save on travel time, costs and CO₂ emissions.



Uptime

24/7 – Support as per signed agreement



Capacity

Up to + 5% – Increase equipment availability



Sustainability

Up to -30% – Save travel cost and CO₂ emission



Cost reduction

Reduced operational costs in your production

The Remote Care service is aimed to keep your production running 24/7, with minimal downtime and swift handling of unforeseen breakdowns. To aid this efficiently, our regional service group will support you as per signed agreement. If a case escalation is needed, the regional Customer Operations specialists will be involved quickly and provide specialized support on the second level. If further escalation is needed, the business unit headquarter experts will be involved to troubleshoot the issue. Throughout the process, the regional service group resource will remain with you, providing first contact resolution.

* Response time as per agreed terms and conditions in Remote Care agreement



Remote Care

Light

Increase your uptime and save your cost

Anytime

Secure your availability, fast and 24/7

Pro

Professional care of your operation 24/7

Access to qualified

Bühler specialists

Remote support during working time *

8 am - 6 pm, Monday-Friday

Remote support during

non-working time 24/7, 365

Priority response

Summary report

Dedicated case manager

Monthly consultation

Remote automation connection

Remote support software

Remote support with

AR glasses

• Standard

• Optional

— Not included

* Local regulation apply as per terms and conditions of the agreement

To further enhance your remote support experience, ask us about BühlerVision, our innovative remote service solution powered by the latest smart glass technology and augmented reality software.