



BEUMER
technology in motion



Conveying technology Loading technology Palletising technology Packaging technology Sortation and distribution technology

BEUMER Hotline Support

We keep our word – to keep things running.





BEUMER Hotline Support is available 24 hours every day, year-round and ensures easy access to immediate hardware and software expert assistance. Through dedicated and fully redundant phone numbers BEUMER Hotline is always ready to receive customer calls. The call is directly and immediately answered by one of our specially trained hotline engineers. Our BEUMER Hotline engineers are experienced field commissioning engineers who possess extensive electrical, mechanical and software knowledge.

The BEUMER Hotline engineer will connect into the BEUMER customer system, using the BEUMER Hotline remote access system. The redundant systems guarantee that BEUMER Hotline is always able to connect to BEUMER customer systems. BEUMER Hotline has direct and immediate access to all hotline customers' source codes in case these are needed for troubleshooting.

BEUMER Hotline Support ensures easy customer access to immediate hardware and software expert assistance. All calls are handled by BEUMER Hotline engineers, all of whom are BEUMER system experts. All BEUMER Hotline engineers are key account engineers and they have expert knowledge about the specific customer systems.



BEUMER Hotline contract customers have the benefit of their own personal site where they will have an overview of hotline cases and hotline reports. The hotline reports are available within 24 hours after the case is closed.

Features

- Access to BEUMER Hotline
- 24/7/365 support
- Redundant remote access system
- Redundant phone system
- Online overview of open hotline cases
- Online access to hotline reports

Benefits

- Customer calls are directly managed by BEUMER Hotline engineers
- Immediate hotline logon to customer systems
- Individual customised internet site access
- Online subscription for specific information about hotline cases
- Hotline reports including recommendations

The BEUMER Hotline Support:

- is located in Beckum, Germany, and various BEUMER group companies
- services more than 400 systems worldwide
- manages more than 250 hotline contracts
- resolves more than 1,000 cases every year
- With a teleservice contract the BEUMER Hotline is always available 24 hours a day, every day of the year

Ask your local BEUMER office for more information. Check www.beumer.com for your nearest BEUMER support office.

HPP Hotline Product Package

- Hotline support
- Server inspection
- Connection monitoring
- Performance monitoring
- Remote optimising
- Customer training
- Advisory service
- Virus protection
- OS patching
- VPN remote access

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Further information is available at

www.beumer.com

BEUMER reserves the right to make modifications that serve technical progress.