Technical News Bulletin

Steinhausen, December 2015

FLEX**IS** Remote Service

Reports · Diagnosis · Expert Network · Remote Supervision · Security

FlexIS Remote Service

- FlexIS expert is virtually standing at your side
- Reports for each Remote Service Call
- Reduced downtime, increased productivity

Introduction

After the first years of offering FlexIS Remote Service, we are now presenting a new concept and pricing model of Remote Service which is valid from 1ˢᵗ of April 2016. Quotes are available as of now.

In the future we will strictly separate the "*Installation & Setup*" and the *"FlexIS Remote Service"* itself which is illustrated and described in the following overview.

Description

FlexIS Remote Service helps you to master your powerful FlexIS controls. A FlexIS expert with extensive experience in machine operation, trouble shooting and maintenance stands virtually at your side for in-depth diagnosis, resolving issues and supervision. The automatic connection check ensures the remote connection is ready whenever needed. In many cases time consuming and costly dispatching of a service engineer can be avoided.

Diagnosis

FlexIS remote service offers you in depth diagnosis
- Download and analyze log data with special software tools (e.g. to determine if an issue is a machine issue or an operator error)
- Analyze selected servo mechanism performances
- Analyze job data

Expert Network

FlexIS remote service gives you access to a FlexIS controls expert network for diagnosis and solution
- Access to dedicated FlexIS remote service experts
- If necessary, access to additional FlexIS R&D specialists

FlexIS experts are virtually at your side and can resolve your issues over the phone, chat and via remote access:
- Correct machine setup (e.g. configuration settings, etc.)
- Correct job setups (e.g. parameter settings, etc.)
- Upgrade software with patches
- Prepare a subsequent on-site service trip (e.g. identify required parts, etc.)

Remote Supervision

A FlexIS expert virtually looks over your shoulder and provides:
- Advice for special configurations
- Expert tips to resolve more complex issues partly by remote access, partly through you
- Feedback about how to proceed

Security

- A complete security concept is in place with secure internet connection (VPN tunnel) and restrictive access management. All accesses are logged. Control over the machine always remains with you.
- Automatic periodic connection check by our Remote Service System. You will receive an e-mail alert by our remote service expert if the connection is interrupted.
  - ➔ In case of emergency, the machine is immediately accessible for a remote service expert.

Reports

For each remote service case you will receive a detailed report containing:
- Analysis & conclusion
- Solution & recommendations

FlexIS Remote Service Contract Options
New pricing model separates clearly between installation setup and the service itself:

	Initial Installation & Setup	Initial installation & setup fee 5,000 EUR / line	
Remote Service – Mo - Fri (8 am – 5 pm CET)	**FlexIS Remote Service**	Flat rate contract for one plant/ several plants	«per case» fee
		10,000 EUR/ plant / year 5,000 EUR for plants with only 1 line (25% discount if 6 or more plants)	2,500 EUR / case
	Direct priority phone number	√	
	Reports	√	√
	Diagnosis	√	√
	Expert Network	√	√
	Remote Supervision	√	√
	Secure Connection	√	√
	Connection always ready (link check)	√	

Pricing

Note: Counting of lines:
One machine line with FlexIS (regardless how many individual FlexIS within the line) counts as one line:
- E.g. tandem machine counts as one line
- E.g. line with several FlexIS Standalone counts as one line
- Line Server is included (does not count as additional line)

Note: Per case fee:
The "per case fee" is applicable when there is no flat rate contract as per the above table.
The "per case fee" is limited to a maximum of 1 man day per remote service case.

Availability / Application

Customers with a FlexIS Remote Service contract can call a special number during office hours (Western European time)

Monday - Friday from 08:00 to 17:00 CET

Outside office hours the emergency hotline is available under the following numbers:

+41 41 749 41 41 (worldwide)
+1 860 298 73 91 (USA & Americas)

Supported Equipment

FlexIS
- TS
- ECO
- SIS
- Stand Alone (Machine controller, Take-out, Invert, Flex Pusher, WHC)
- TS-E

FlexIS Line Server

Installation Requirements

- FlexIS controls TS, ECO, SIS, SA, TS-E – equipped with mGuard firewall
- Initial Installation & Setup of FlexIS Remote Service has been done before
- A DSL line is required

Existing FlexIS Remote Service contracts

- Existing "One year of FlexIS Remote Service" contracts for individual lines continue to be valid until the contract expiry date.

- Existing "FlexIS Remote Service" contracts for specific lines or whole plants will be converted to the new flat rate contract for one plant. Your Sales Account Manager is going to contact you.

Features / Benefits

- A FlexIS expert is virtually standing at your side - also for questions, not only for trouble shooting
- You get a report for each Remote Service call - transparency
- A complete security concept is in place with secure internet connection (VPN tunnel) and restrictive access management. All accesses are logged. Control over the machine always remains with you
- In case of emergency, the machine is immediately accessible for a FlexIS Remote Service expert
- In many cases time consuming and costly dispatching of a service engineer can be avoided

➔ Reduced downtime
➔ Increased productivity