



## MACOTEC CUSTOMER SERVICE

Always with you,

Wherever you are

### Advantages of Macotec Daily agreement

The ability to identify an anomaly at distance and the rapidity with which is solved are essential actions to keep your plants more efficient, cost-effective over time and reducing any machine downtime.

Advantages of this service are:

- Technical remote assistance to the plant made by highly specified personnel
- Technical intervention in remote assistance as:
  - PC on board sharing with Macotec office
  - IN/OUT signal check (for sensor verification, photocell, ...)
  - Check of all machine parameters
  - Data/files transfer from and to Macotec
  - Machine' software up-date (PLC)
- Storing and management, by central data system **Macotec Customer Data Service (MCDS)**, with timely registration of all the installed plant: from assistance request (from registration to the closure), to archiving and back-up of all the parameters and machine data, therefore, always remain available in the event of an eventual need of restoration action

For accession to the contract and service information, login on [macotec.it](http://macotec.it) and enter the section **CUSTOMER SERVICE MACOTEC**