



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 and enter the section **CUSTOMER SERVICE MACOTEC**