



terra
infrastructure

safety: efficient and sustainable



MACHINERY

REMOTE SERVICE

- ▶ QUICK SOLUTIONS ANYTIME & ANYWHERE
- ▶ MOBILE PHONE OR TABLET IS SUFFICIENT
- ▶ EXPERT KNOWLEDGE AT THE TOUCH OF A BUTTON



a brand of
terra infrastructure



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MACHINERY

REMOTE SERVICE

Fast, effective and inexpensive - that's our new Remote Service!

With just a few clicks, your technician on site connects directly with an expert from our team via audio or video chat. After a few minutes, you will know whether the damage is major or whether the machine is ready for use again at short notice. With the help of direct instructions, the employee on the construction site is able to repair the machine himself - over any distance. Reduce your repair costs in a targeted manner, as you only pay for the time of the effective service. Should the damage be more serious, our mechanics will be at your site quickly thanks to our well-developed service network and will bring the appropriate spare parts directly with them if possible.

Key data

Our remote service is a web-based application that can be used either in the browser or in the app. Compatible with all common end devices. With high-resolution screenshots, even if the internet connection is not optimal.



Advantages

- Easy to use
- Lightning fast support
- Shorter machine downtimes due to faster problem solving
- No long waiting times or high travel costs
- Reduce your carbon footprint



Contact us now!

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