



24/6 help desk for systems

24-hour helpdesk

PRODUCT AND SYSTEM SUPPORT

SICK
Sensor Intelligence.



Ordering information

| Type | Part no. |
|----------------------------|----------|
| 24/6 help desk for systems | 1611502 |

Additional services → www.sick.com/24-hour_helpdesk

Product description

SICK is there to provide expert support by phone within a set response time – including assistance with technical issues and analysis of errors affecting devices or systems. Additional services are also available, such as remote support. This provides access to the customer’s system and makes it possible to perform advanced diagnostics as well as gain an insight into the progress of error states. When customers sign up for a 24-hour helpdesk contract, they can choose between a helpdesk service that is accessible five, six, or seven days a week.

At a glance

- Helpdesk during office hours (8/5) or outside office hours (24/5, 24/6, 24/7)
- Trained staff to provide support during troubleshooting and when replacing components
- Advanced customer-specific system documentation, including customer-specific history
- Optional: Remote support

Your benefits

- No worries: Helpdesk experts can be reached via an exclusive helpdesk number
- No delays: Unexpected system statuses are evaluated as soon as they occur and are not left until the next day
- A structured approach: Efficient communication is achieved by having project-specific documentation in place
- A tailored approach: Each helpdesk contract is customized for the customer
- The remote support option creates a dramatic reduction in downtimes and provides a quicker method of identifying a solution

Detailed technical data

Features

| | |
|-----------------------------|----------------------------|
| Product segment | SICK LifeTime Services |
| Product family group | Product and system support |
| Short description | Mon-Sat, 24-hour service |
| Product area | System solutions |

SICK AT A GLANCE

SICK is one of the leading manufacturers of intelligent sensors and sensor solutions for industrial applications. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents and preventing damage to the environment.

We have extensive experience in a wide range of industries and understand their processes and requirements. With intelligent sensors, we can deliver exactly what our customers need. In application centers in Europe, Asia and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes us a reliable supplier and development partner.

Comprehensive services complete our offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

For us, that is “Sensor Intelligence.”

WORLDWIDE PRESENCE:

Contacts and other locations –www.sick.com