



24/7 help desk with remote support for systems

Remote Services

PRODUCT AND SYSTEM SUPPORT

SICK
Sensor Intelligence.



Ordering information

Type	Part no.
24/7 help desk with remote support for systems	1611506

Additional services → www.sick.com/Remote_Services

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 SICK LifeTime Services
Product family group	Product and system support Product and system support
Short description	Expert telephone support. 24/7 support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.
Product area	System solutions
Prerequisites	<p>Systems accepted by customer (site acceptance test (SAT))</p> <p>The helpdesk is contacted by a trained technician of the customer</p> <p>Technical communication systems are available</p> <p>A recommended spare part package is available to the customer on site</p> <p>Internet connection available on-site</p> <p>System/network structure known (e.g., IP addresses and ports enabled for the components to be integrated)</p> <p>Hardware requirements (one of these must be met):</p> <ul style="list-style-type: none"> - Browser-compatible operating system - Application processing unit (APU) - Industrial computer - Meeting Point Router (MPR) - SICK AppSpace compatible gateway (SIM10xx, TDC-E*) - Exclusive server (jump server)*After consultation with SICK - Employee <p>Configuration requirements (one of these must be met):</p> <ul style="list-style-type: none"> - Customer system(s) are registered <p>In the remote infrastructure</p> <ul style="list-style-type: none"> - Customer-specific jump server has been set up - For ad-hoc remote: customer-supplied computer with client - FastViewer application (can be downloaded from the SICK website) - For ad-hoc remote: customer-supplied computer with TeamViewer* client application (see TeamViewer website)
Preliminary work	<p>Data connection has been verified</p> <p>Remote platform has been set up</p> <p>Required application software has been installed</p>
Fee	Annual fee
Response time	Best possible call return time or according to agreed specification.
Availability	Monday to Sunday 0:00 AM - 12:00 PM. Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).
Duration	Maximum duration per session: 2 hours
Procedure	<ol style="list-style-type: none"> 1. SICK Service will contact you within the agreed times. 2. During the support session, the service technician will connect to your system and check its status and function as far as possible. Further actions will be suggested, if necessary. 3. Support session can be conducted based on pre-defined times, and with or also without the system operator.
Note	<p>Restoration of factory settings. Does not include configuration of application-specific parameters.</p> <p>Additional work will be invoiced separately</p>

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