

Desoutter



The right expertise,
at the right time



REMOTE CARE

Background

Today, poor maintenance strategies can reduce a plant's overall productive capacity by 5 to 20 percent. **At Desoutter, we believe that proactivity is the key** to maximize your productivity and continuously improve your efficiency.

But then, there is the contingency, the unpredictable.

With Remote Care, you are ready to face any situation, anytime. Rely on our remote experts and on 100 years of industrial expertise to get the best out of your Desoutter solutions.

HIGHLIGHTS

MAXIMIZE
YOUR UP-TIME

ENSURE
QUALITY

INCREASE
EFFICIENCY





REMOTE CARE



Always connected

Get support within 1 hour whenever the situation gets critical, wherever you are on the planet.

Ecosystem support

Receive expert support on the whole Ecosystem, tightening controllers, process control, vision, databases...

Updates & upgrades

Access the latest upgrades of all Desoutter products. Stay safe with the latest IT security updates and deploy new features to boost your efficiency.

Minimal support footprint

Up to 70% of the support you need can be provided remotely*. Our experts take over through a secured distant access to your products or servers. No travels, no CO2 emissions.

PERFORMANCE

96%

“VERY SATISFIED” OR
“MOSTLY SATISFIED”
FEEDBACKS FROM OUR
CUSTOMERS

97%

OUR CUSTOMER'S
ISSUES WERE SOLVED
WITHIN THE “TARGET
RESOLUTION TIME”
97% OF THE TIME

ACCESS
THE FULL
STORY



*Depends on the supported products.