



# Digital Services

Easy remote troubleshooting



Fast and secure  
troubleshooting for all  
components

The solution for increased  
network and data security  
requirements for machines

The customer always  
retains control

# Digital Services

## Easy remote troubleshooting



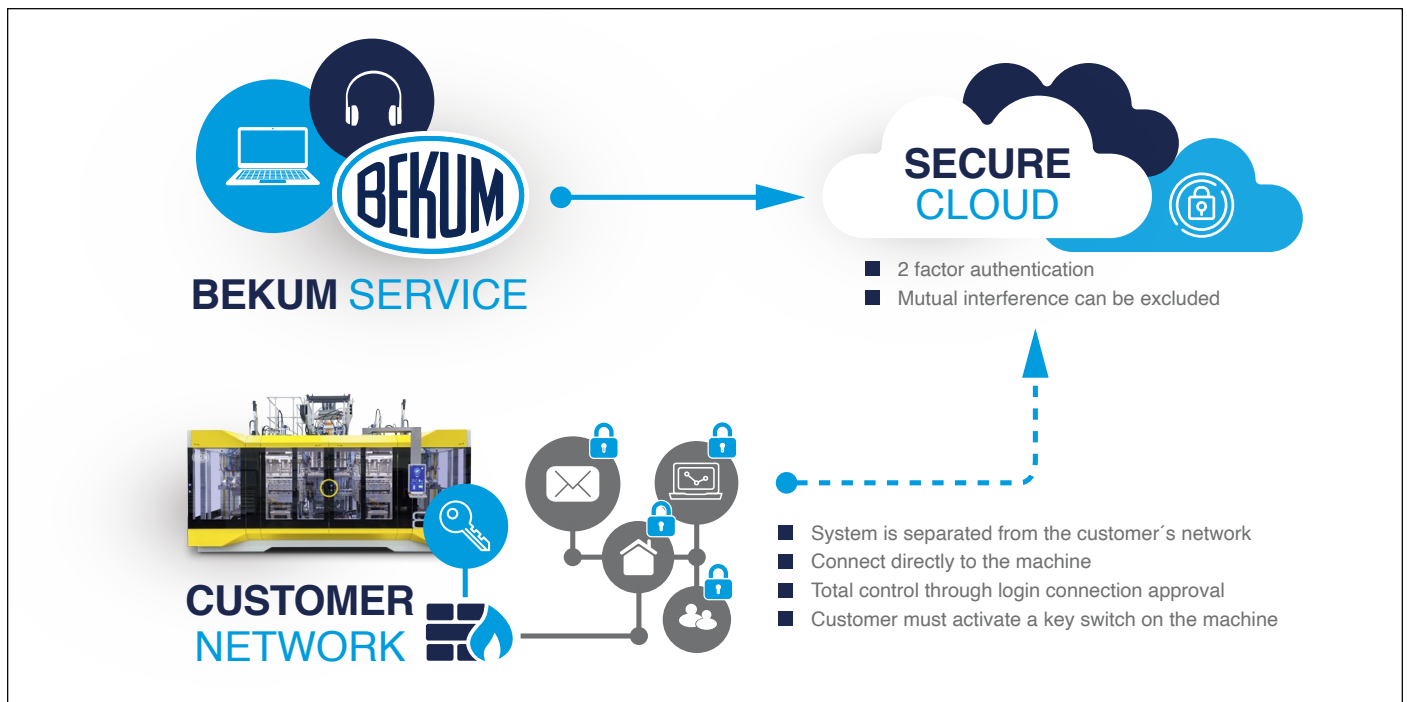
The remote maintenance system provides Bekum customers with fast and secure troubleshooting for all components and therefore offers a key benefit for the productivity of our machines.

### Security

- Network and data security for machines
- All guidelines and legislation in the area of ICS security will be met
- The customer simply needs to provide an internet connection
- Secure Cloud 2 factor authentication
- Total control through login connection approval
- Customer must activate a key switch on the machine
- Connection directly to the machine
- Remote system is separated from the customer's network

### Fast Troubleshooting

- Reliable, fast and professional support
- Fast and cost-effective support via recorded access
- Fast error detection
- Guided troubleshooting help by our specialists
- Hands-free troubleshooting with smart glasses
- User-friendly operation also via smartphone and tablet
- Fast recovery of machine availability
- Independent from travel restrictions
- Free drawing on customer device for easier communication



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