

EXTENDED REMOTE ASSISTANCE



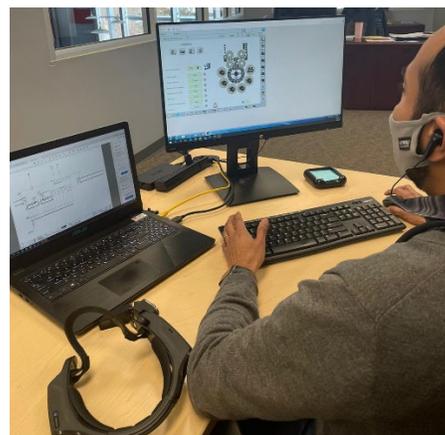
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Furthermore, to the standard remote assistance, Sacmi USA is offering Extended Remote Assistance (**ERA**) endorsed by an annual agreement.

ERA is focused on improving the communication between Sacmi help desk technicians and maintenance staff on-site.

It permits reach not only the software through a modem but also the hardware and process related to the machine through an advanced video call.

ERA is available 12 hours during the weekdays and 8 hours weekends and holidays.



The improved processes enhance customer satisfaction due to the saved machine downtime and seizing the time on-site.

Features:

-Priority attendance vs standard remote assistance.

-Weekdays from 8:00 AM to 8:00 PM (CST)
Weekends and holidays from 9:00 AM to 5:00 PM (CST)

-Remote access permits to helpdesk Sacmi technicians go into PLC, HMI and Motion on real time.

-Real time communication through customized App.

-Downtime reduction.

-Accurate spare parts identification.

-Improves assistance time on-site, based on the backgrounds collected in remote.

-Annual fee: \$4,000 USD (up to 10 hours)



BUSINESS CHALLENGE

Augmented Collaboration

To address the challenge of travel bans and on-site visit restrictions, SACMI USA chose to also utilize SPACE1 Augmented Collaboration.

This tool makes it easy for our end customers to schedule and open a collaboration call with a SACMI expert.

Through audio and video streaming, AR annotation, content sharing, and data capture or sharing, end customers and SACMI USA experts can solve issues with equipment and machinery faster than the previously.

The limitations of distance or proximity no longer hold back customer support for SACMI USA, we can deliver advanced support remotely using SPACE1 Augmented Collaboration.

SACMI USA helpdesk technicians now have the digital tools to provide a successful collaboration while working remotely for their end-customers and colleagues.



SERVICE TEAM

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