



# Sacmi USA

Help desk 2021



# Agenda

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  3. Extended remote assistance (**ERA**)
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# Introduction

To address the challenge of multiple request, travel bans and on-site visit restrictions, SACMI USA chose to launch in 2021 the help desk service.

The help desk offers a single point of contact for customers to get assistance.

Available in 3 options:  
standard, booked by hours, and extended remote support.



# Alternatives -HD Standard-

## Help desk standard features:

- Available: Monday to Friday from 8:00 AM to 5:00 PM
- email:
  - [labelingsupport@sacmigroup.com](mailto:labelingsupport@sacmigroup.com)
  - [beveragesupport@sacmigroup.com](mailto:beveragesupport@sacmigroup.com)
- Telephone: 1-855-276-2052
- Respond: General questions, technical information request.



# Alternatives -HD booked by hours-

## Help desk booked by hours features:

- Available: Monday to Friday from 8:00 AM to 5:00 PM
- Remote connection:
  - Machine modem
  - TeamViewer
  - MS Teams
  - WebEx
- Remote collaboration:
  - WhatsApp
  - Space1
- Respond: Troubleshooting, assessments, guidance.



# Alternatives -Extended remote assistance-

## Extended remote assistance features:

- Available:
  - Monday to Friday from 8:00 AM to 8:00 PM
  - Weekends and holidays from 9:00 AM to 5:00 PM
- Priority attendance.
- Remote connection to the machines.
- Advanced remote collaboration.
- Diagnostics, downtime reduction, accurate spare parts identification.
- Improves assistance time on-site, based on the backgrounds collected in remote.
- Worldwide remote support.
- Respond: Troubleshooting, assessments, guidance and general request.



# Information

## Technical Project Manager for Total Care and Smart Service

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**THANK YOU!**