

## Rates

Remote support SATELLITE is included in maintenance agreements at the performance levels "Expert" and "Professional".

Alternatively, the following rates are available:

### ① Satellite **FLAT**

- Unlimited remote support by your GreCon expert

### ② Satellite **EASY**

- Defined time quota for remote support by your GreCon expert

### ③ Satellite **FLEX**

- Flexible remote support by your GreCon expert according to the current service rates

## The Product



- State-of-the-art online telediagnostic service system
- User-friendly hardware and software
- Highest certified security standard
- Compatible with all common IT systems

## Your Benefit



- Minimisation of service costs
- Increased system availability and reliability
- Faster detection of faults and their causes
- Optimisation of service visits
- Troubleshooting without your intervention

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# GreCon

Online Support for  
your GreCon system:  
safe, simple and fast

GreCon

Fire  
Protection

GreCon

Measuring  
Technology



EN | R.01 | 2013.04  
Subject to technical and country-specific modifications.  
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# SATELLITE

## SATELLITE - Safe, Simple and Fast: Your Personal Remote Support

Remote support SATELLITE offers worldwide support by GreCon experts in case of trouble with your GreCon system. We help you to make your GreCon system available again by safe, simple and fast telediagnostic service. Our experts can respond to your message quickly.

SATELLITE allows us to identify the cause for the fault faster and more precisely to eliminate the trouble.

With GreCon SATELLITE, service visits can be prepared in the best way possible and may even be avoided.

### The Product at a Glance

GreCon SATELLITE gathers data from various system resources to provide fast and efficient service to increase the availability and reliability of your GreCon system.

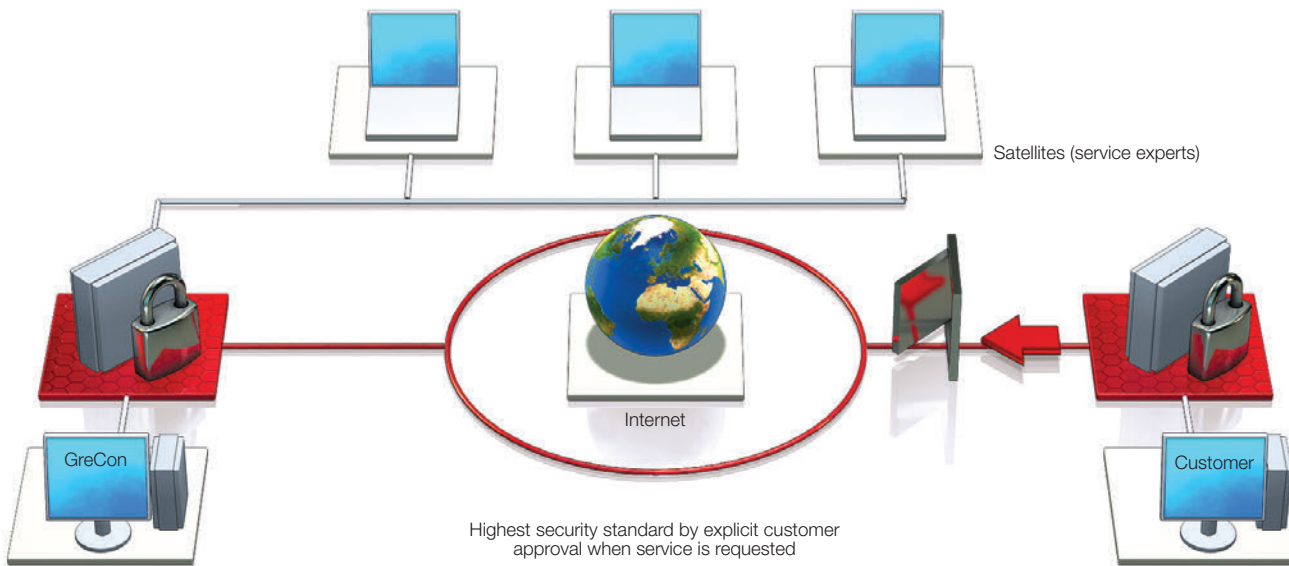
## Safe

- State-of-the-art online telediagnostic service system with clear online report
- Highest certified security standard
- Access logging and storage of all information in a local database
- Standardised remote connection
- Access by GreCon only after approval by the customer

Moreover, you profit from preventive inspections that increase the availability of your production lines by having SATELLITE online checks done on a regularly scheduled basis.



GreCon experts in a video conference with a customer



## Simple

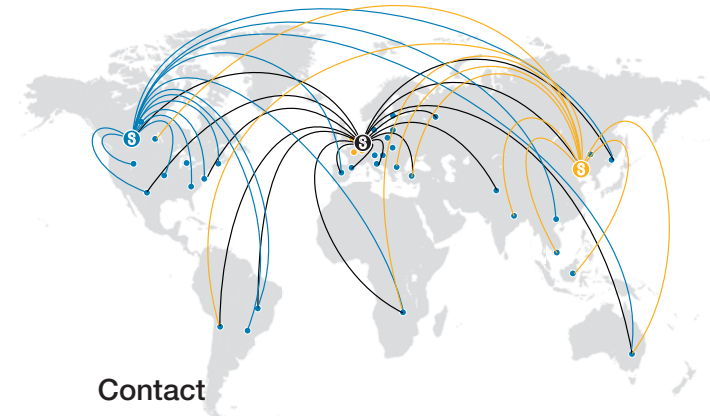
- User-friendly hardware and software
- Service request is triggered by simply pressing a button
- Clear, structured storage of system documentation that is automatically updated
- Easy and clear administration of all service events using system documentation
- Spare parts catalogue for easy ordering
- Compatible with all common IT systems



## Fast

- Short reaction time, since every minute counts during production shutdown
- No waiting times for feedback by phone or e-mail.
- Communication and conference centre with direct connection to GreCon service experts

Worldwide locations of Satellite support network



## Contact

Additional information is available by personal meeting or by e-mail. We look forward to working with you to provide an individualised offer. Simply contact us by e-mail at [satellite@grecon.com](mailto:satellite@grecon.com).