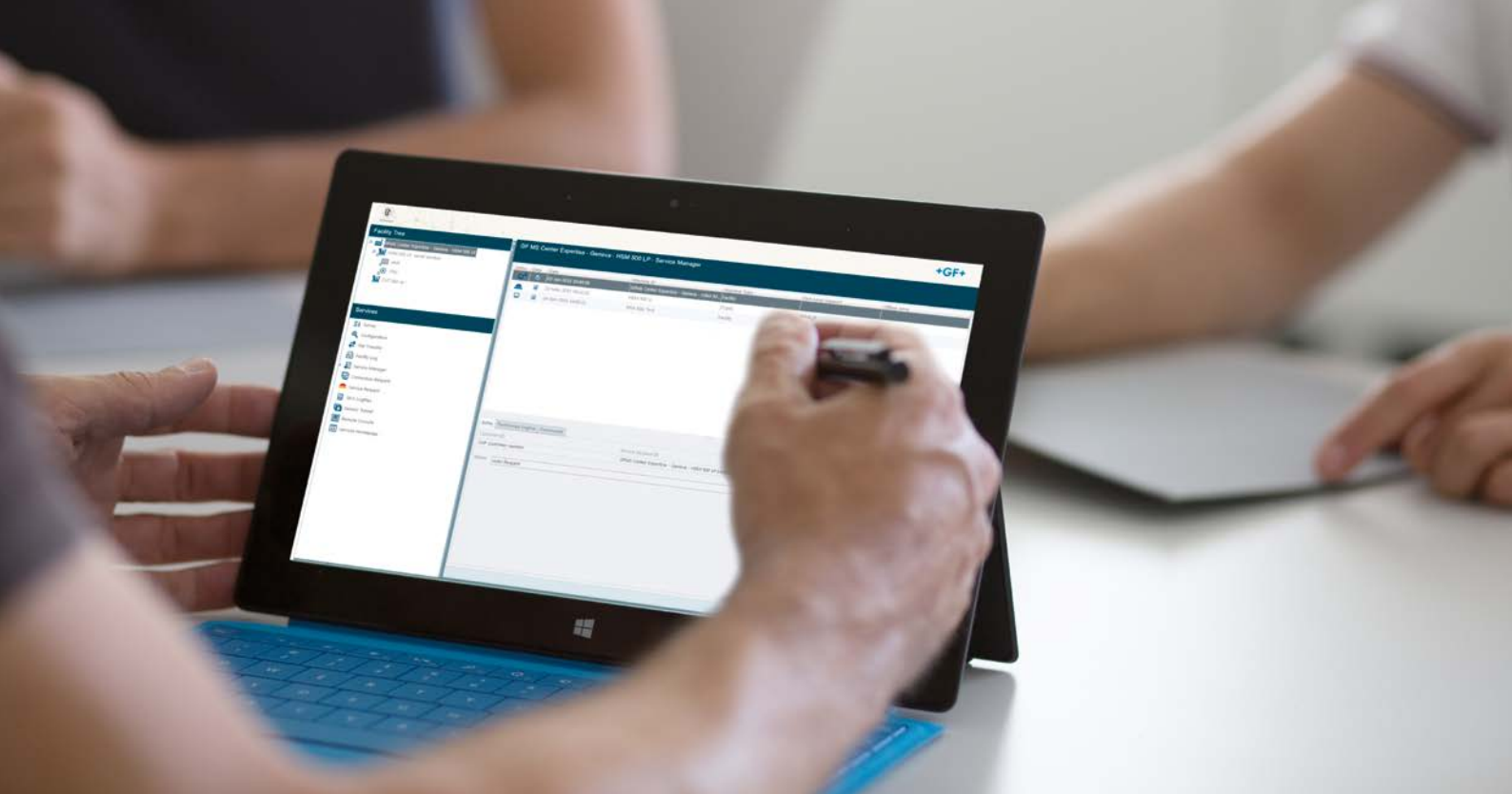


LRA

# Live Remote Assistance





## Live Remote Assistance

Trust is the basis of all business and, in today's business environment, requirements are changing faster than ever before. Your customers expect you to deliver their products in the requested quality within a defined time frame by achieving targeted costs.

**Our Live Remote Assistance (LRA)** will support you in keeping your commitments. Our LRA provides you direct access to our expert service engineers with the latest technology. Use your mobile devices to find solutions face-to-face. We promise you a follow-up within 30 minutes of receiving your service request during local office hours.

The LRA features audio, video, chat, whiteboard, file transfer, system access and screen sharing by using a mobile device or your standard PC. To ensure your security, an encrypted point-to-point connection is established between your machine and GF Machining Solutions only by your request. To ensure optimum support, each machine is treated individually by a dedicated GF Machining Solutions service engineer.

**The rConnect Cockpit** is the user interface for the machine operator, maintainer or operations manager. It not only enables central access to GF Machining Solutions' digital services but also provides the operator with support in the daily activities related to the machine.

### Your contact

GF Machining Solutions  
Rue du Pré-de-la-fontaine 8  
1217 Meyrin  
Switzerland

Tel. +41 22 783 31 11  
www.gfms.com

### Secure connection

The most important feature of internet-based connections is security. This applies in particular to the mechanical engineering sector which wants to be certain that its highly sensitive data is secure from unauthorized access at all times. Our remote service product is certified with the TÜViT Trusted Product Certificate.

### Your advantages:

- **Detailed information about your machine with your cockpit per machine**
- **More uptime for your machinery**
- **Direct and interactive access to our service specialists**
- **Faster identification of potential problems**
- **Secure connection based on the latest technology— certified by TÜViT**
- **Connection to GF Machining Solutions' digital services world with additional modular services like the messenger module with smartphone/tablet notifications or pro-active and predictive maintenance.**

