

# REMOTE SERVICE

# FERRUM CENTRIFUGES

Ferrum Remote Service provides a large number of experts who, with their many years of experience and proven expertise, can advise you quickly and competently in any situation.

The following Ferrum experts are available:



## SERVICE TECHNICIAN

Mechanics and maintenance issues



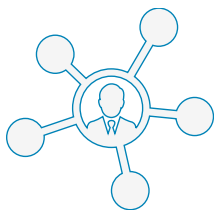
## CONTROL ENGINEER

Electrical and operating parameters



## PROCESS ENGINEER

Commissioning, optimization, application-specific issues



### Typical applications

- + Support with
  - + Troubleshooting
  - + Maintenance
  - + Product tests at customer's site
  - + General issues
- + Commissioning
- + Optimization of processes, control systems, etc.
- + Software customization

For complete overhauls and longer deployments, we still recommend our classic on-site service.



### Requirements

- + Fast internet access
- + Suitable hardware devices (laptop, notepad, smart phone, etc.)
- + If possible, an English or German speaking specialist with skills in machinery and equipment/plant knowledge

« Due to Covid-19, we can only operate with limited resources. Ferrum helped remotely to run our system properly. We appreciate the quick support. Nitrex Chemicals India Ltd. »»



## Your benefits

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### AVAILABILITY

In case of emergency, the remote service can be set up and carried out very quickly.

### OPERATING AREA

Support can be provided at any time worldwide (even during pandemics, in hard-to-reach or politically unstable areas).

### COST EFFICIENCY

Remote service offers a cost-effective alternative to short on-site assignments (especially in emergencies).

### TRAVELING

All travel and associated costs and risks (tickets, visas, travel and waiting times, local expenses) are eliminated.

### WAITING TIME

Unexpected longer waiting times of the Ferrum personnel on site are omitted and will therefore not be charged.

### ACCESSIBILITY

If necessary, other Ferrum experts can be called in at short notice to find the best solution quickly and efficiently.

### VISUALIZATION

Our experts can guide the customer's personnel actively through the individual necessary steps using modern tools (augmented reality).

### KNOW HOW

The customer can benefit from the great know-how of Ferrum experts and build up knowledge in the company very effectively and sustainably.

### ACCESS

Ferrum has full and immediate access to all Ferrum documents and information held in-house (no need to access customer files).

### TRACEABILITY

Using the support platform, it is possible to record the work performed and make it available to the customer.

### FOLLOW-UP

For matters that arise at a later date, remote support can be easily and quickly extended.

## ONLY 4 STEPS TO THE SUCCESSFUL REMOTE SERVICE

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1. Contact us, we will provide you with a quick and easy quote.
2. Order the predefined support blocks (date/time, duration, subject matter).
3. Ferrum organizes a free kick-off meeting in which all parties involved are briefed on the framework conditions and trained on our support platform.
4. You're ready to go...



## Contact us

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We are pleased to send you a non-binding offer..