



Augmented Connection

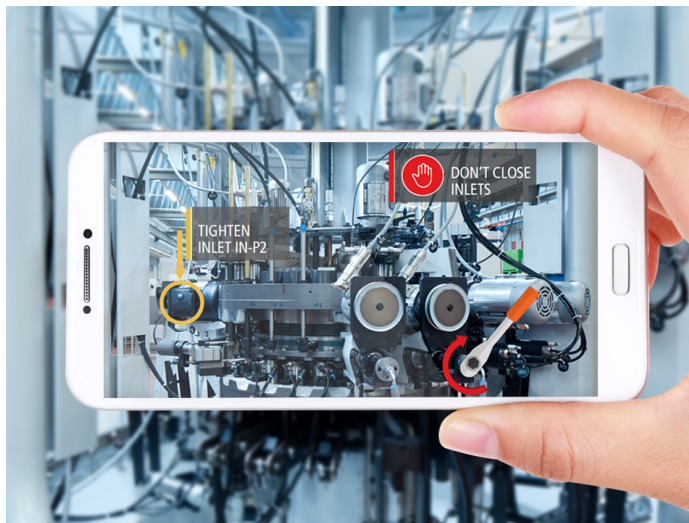
Visualize & Solve



REACTIVE

Augmented Connection

Visualize & Solve



MIKRON SERVICE SOLUTIONS

Mikron Augmented Connection improves remote diagnostics and resolution of mechanical and electrical failures through **real-time visual collaboration** (wearing “hands-free” smart glasses or using a smartphone) between customers, field technicians and our remote helpdesk experts, helping you prevent or shorten costly downtime and decrease field visits by a service technician.

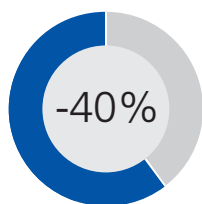
OUR SERVICES

We will provide you with the necessary technical knowledge to:

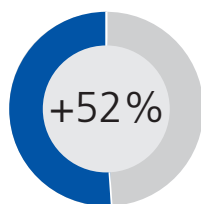
- Support during maintenance tasks
- On-line training
- Production support/assistance
- Parts recognition to easily buy spare parts

Also Mikron Service Technicians use Augmented Connection to minimize intervention time.

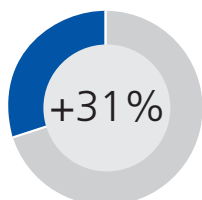
YOUR ADVANTAGE



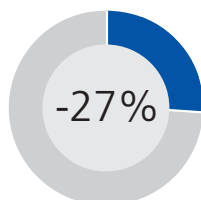
Reduction in on the job training times



Increase in remote resolution rate



Increase in first time fix rates



Unnecessary field visits by a service technician



Contact your Service Centre today. We gladly be of assistance.

Germany
Service Center
 Tel. +49 741 5380 200
 service.mro@mikron.com
 OH: 08.00 - 17.30

Switzerland
Service Center
 Tel. +41 91 610 61 61
 service.mag@mikron.com
 OH: 08.00 - 17.30

USA/Canada
Service Center
 Tel. +1 203 261 31 00
 service.mmo@mikron.com
 OH: 7.30 am - 5.00 pm EST

China
Service Center
 Tel. +86 1592 1577 050
 services.mm.msh@mikron.com
 OH: 08.00 - 17.30

