



## Hapa Remote Service

Hapa Remote Service enables our technical support team to connect directly to your Hapa system or provide expert support through augmented reality, guaranteeing safe and efficient communication, fast troubleshooting and cost savings. Experience so far shows that about 80% of issues could be solved by our Hapa Remote Service.

### **YOUR BENEFITS**

- Faster reaction time and increased first call resolution
- Increased machine uptime
- Improved diagnostics with Senior Engineer
- Supporting business continuation
- Following audit and compliance requirements
- Cost savings and lower ecological footprint due to less travel

### **HAPA REMOTE SERVICE PROVIDES**

- Remote access to machine network (panel, PLC, headboard) for diagnosis and troubleshooting
- Remote support of local technician through mixed reality
- Connection as-needed through customer-controlled access
- High security level through encrypted connections and zero footprint
- Cloud data centers with ISO/IEC 27001 certification
- Session activity log for audit trail
- Access to a wider range of Hapa experts

# Hapa Remote Service – live support

## HOW IT WORKS

Our Remote Service package includes both machine and people connectivity:

Machine connectivity enables remote support to machine hardware via secure internet connection.

Additionally, people connectivity allows digital assistance for operators and maintenance team via live video call with Hapa service engineers (Mixed Reality).



## PICK YOUR PACKAGE

Hapa Remote Service packages are available per customer and the hours can be used for both, remote machine connection and remote people support, for any machine on that site.

Package	Price	Hours Included	Coverage
Silver	CHF 5'000	10	8 h/5d
Gold	CHF 7'000	20	8 h/5d
Platinum	CHF 10'000	40	8 h/5d

Average connection time is 3 hours. Remaining package time has no expiration date. If a company (debtor) has several sites in the same region the hours can be used for any of them. Prices do not include VAT.

Available on working days: Monday - Friday, Working time: 08:00 - 17:00 CET; Excluding Legal Holidays: Christmas 24. - 26.12., New Year's Eve 31.12., New Year's day 01.01., Easter Monday and Labor day 01.05.

Offer not available in Denmark, Sweden and Norway.

Please contact us whenever you are ready at + 41 43 399 32 00 or [service-sales@hapa.ch](mailto:service-sales@hapa.ch).

We are happy to give you further details and support you during initial tests and set-up of the tool.

## HAPA AG

Chriesbaumstrasse 4 | 8604 Volketswil | Switzerland  
T +41 43 399 32-00 | F +41 43 399 32-01  
[service-sales@hapa.ch](mailto:service-sales@hapa.ch) | [www.hapa.ch](http://www.hapa.ch)

