



Digital Services

Easy remote troubleshooting



Fast and secure
troubleshooting for all
components

The solution for increased
network and data security
requirements for machines

The customer always
retains control

Remote Maintenance

Easy troubleshooting



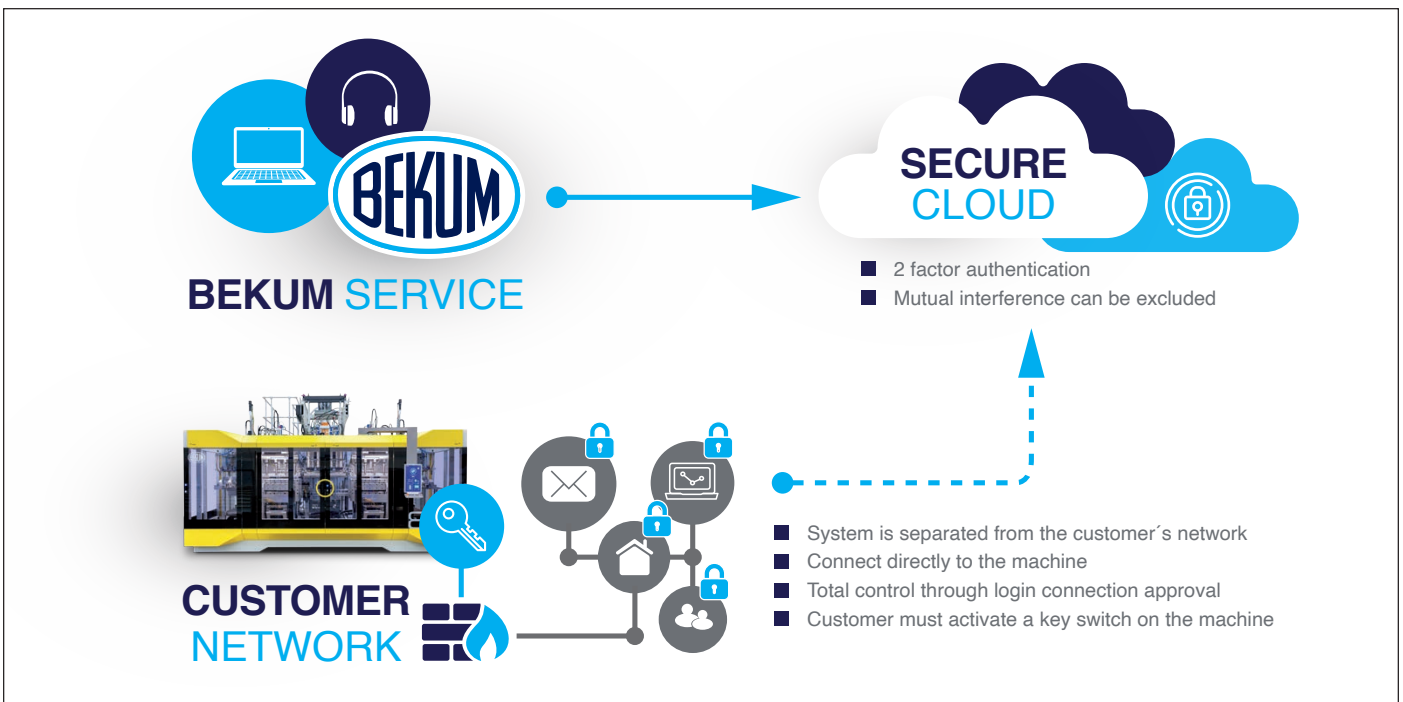
The remote maintenance system provides Bekum customers with fast and secure troubleshooting for all components and therefore offers a key benefit for the productivity of our machines.

Security

- Network and data security for machines
- All guidelines and legislation in the area of ICS security will be met
- The customer simply needs to provide an internet connection
- Secure Cloud 2 factor authentication
- Total control through login connection approval
- Customer must activate a key switch on the machine
- Connection directly to the machine
- Remote system is separated from the customer's network

Fast Troubleshooting

- Reliable, fast and professional support
- Fast and cost-effective support via recorded access
- Fast error detection
- Guided troubleshooting help by our specialists
- Hands-free troubleshooting with smart glasses
- User-friendly operation also via smartphone and tablet
- Fast recovery of machine availability
- Independent from travel restrictions
- Free drawing on customer device for easier communication



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