

SUPPORT

REMOTE SERVICE ■ FIELD SERVICE

Minimal downtimes - maximum availability. The Harro Höfliger service technicians offer you quick and efficient support in each service case. Whether it's remote service, augmented remote service with digital video support, or directly at your site, we have an option to fit your needs.



YOUR ADVANTAGES

FAST SUPPORT

Minimal waiting time when identifying and solving your service cases through remote service

REDUCTION OF TRAVEL EXPENSES

Efficient, multifunctional communication minimizes the number of on-site visits

OPTIMIZED ERROR IDENTIFICATION

Remote support for program optimization and the identification of electrical and mechanical issues

SECURE CONNECTION

Efficient IT solution for direct communication and secure access into the machine

WORLDWIDE AVAILABILITY

More than 80 qualified service technicians worldwide

OUR SERVICES

REMOTE SERVICE

We solve your software problems remotely with a secure port-to-port tunnel connection to your machine

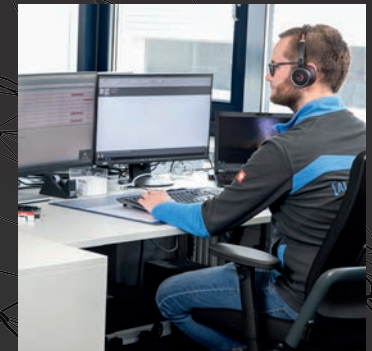
FIELD SERVICE

Our qualified service technicians ensure that problems are quickly resolved directly at your machine

HARRO
SERVICE PORTAL

YOUR REMOTE
SERVICE SOLUTION

REMOTE
SERVICE



"As service technicians, we solve up to 85% of all service cases directly via our secure remote service connection, thus ensuring a high level of production reliability for your machines."

Timo Euerle, Service Technician - Controls Engineering