

W+D Quality Services

Optimize your operations with our portfolio of quality services



Support+Advance W+D Remote Support

With our W+D Remote Support service, your equipment will always remain at the same performance level. Rely on our know-how to quickly and effectively reduce machine downtimes and operating costs. Our experienced remote support specialists are always available to assist your employees on the phone in searching for errors or minor faults and to answer user questions. To save time, our experts can also connect to your equipment online – provided you have an online-capable system – and help you with your specific questions.

Your advantages at a glance

- / Technical errors can be identified as quickly as possible by phone, online or by video live stream
- / Short downtimes for your W+D machine means significantly minimized idle times – and thus higher productivity of your W+D machines
- / Global support, wide availability through remote diagnosis
- / Qualified remote help from our W+D service technicians
- / Actions can be coordinated with maximum efficiency
- / Low and calculable investments for easy operation of your W+D machines
- / In the event of a machine error, preliminary clarification for spare parts and dispatch of W+D service technicians with the right spare parts
- / Various accounting modalities allow full budget control

Security of W+D Remote Support (Online)

- / Secure and protected VPN connections for communication
- / Secure, encrypted, certified online-capable system
- / Industrial VPN router consisting of a bidirectional firewall (IPsec-encrypted)
- / W+D security software and security certificate
- / AES-256 encrypted hardware of the highest security standard

The connection and configuration of your W+D machines to the Internet is carried out in close coordination with your IT manager. We will gladly take care of the necessary coordination for you. Simple, preconfigured hardware allows for the uncomplicated integration of your W+D machines.

Contact

W+D Neuwied t. +49 2631 8480 f. +49 2631 84577 1st.level.support@w-d.de
Monday-Friday: 7:00 - 18:00 (MEZ), Saturday: 7:00 - 14:00, except German holidays

W+D Bad Oeynhausen t. +49 5731 744180 f. +49 5731 744170 service.ins@w-d.de
Monday-Friday: 7:00 - 17:00 (MEZ), except German holidays

	W+D Remote Support Ticket	W+D Remote Support Advance	W+D Remote Support Flatrate *
Individual packages W+D Remote Support individual packages	You purchase tickets that you can use without a contract period	You acquire a time contingent of	You acquire an unlimited time volume
Plannable and budgetable operating costs	Low	Middle	High
Individual package includes contingent of: (hours/year)	x	15 hours	Unlimited
Service cases are processed according to the following cycle **	(60/15 min.)	(60/15 min.)	x
Response time (hours)	x	3	2
Contractual arrangement	No	Yes	Yes
	Telephone support	* Only possible with an online-capable remote support system	
(New) audio-visual support for your employees in troubleshooting and possible rectification of mechanical malfunctions	✓	✓	✓
Identification of malfunctioning components online with professional software tools at expert level	x	✓	✓
Application support can be targeted by displaying the user interface (HMI)	x	✓	✓
Backup of machine software allows for quick retrieval in the event of an error	x	✓	✓
Regular test of the online capability of machine components	x	x	✓
License fees to ensure the online capability of the system (depending on the machine type)	x	Exklusive	Exklusive
			✓

** The initial consultation and rectification of minor errors up to a processing time of 15 minutes is free of charge. After that, the first hour will be fully charged; any additional time will be charged at 15-minute intervals.