

polysius® connect
remote service



thyssenkrupp



remote service



remote assist automation



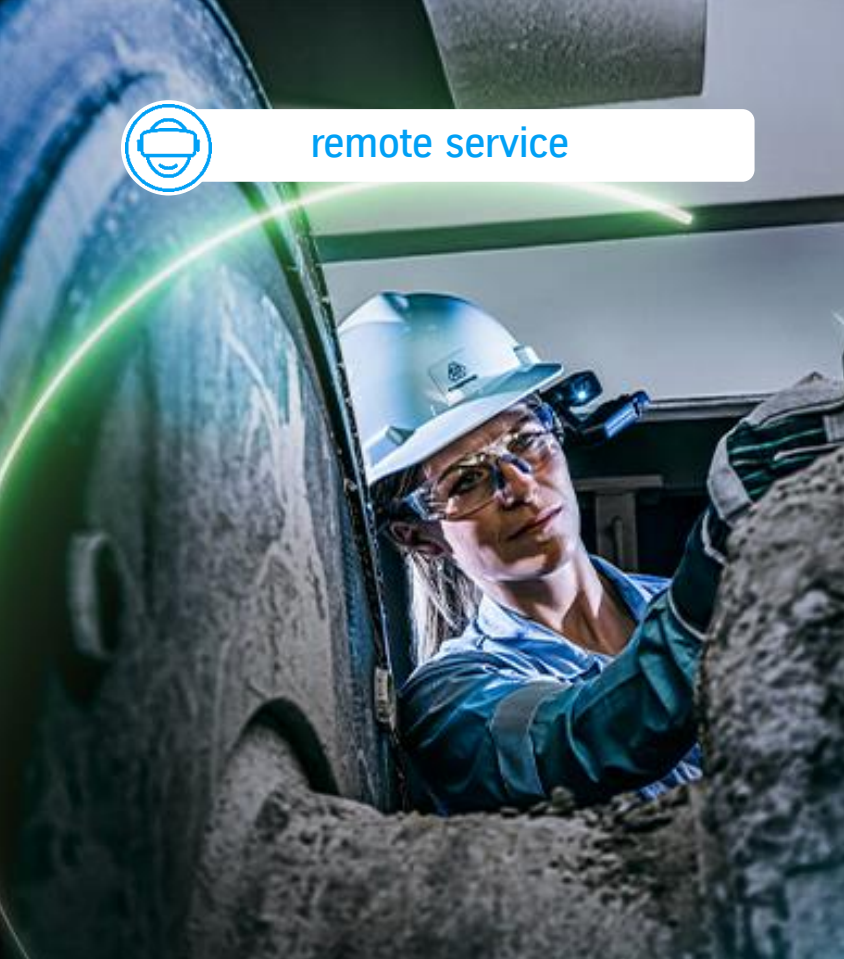
remote operating support

polysius[®] connect

Various remote solutions

One remote family

For the complete plant lifecycle





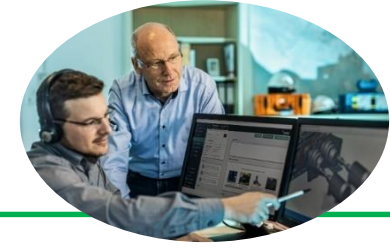
remote service

- Technical support for maintenance, trouble shootings etc. via smartphone, tablet or data glasses
- Used software, oculavis share, includes features e.g. take videos and screenshots, set markers in the live image
- Live documentation during remote support, which is also available after the remote service
- Real time document sharing with the person on site e.g. show data sheets, technical diagrams, checklists



remote assist automation

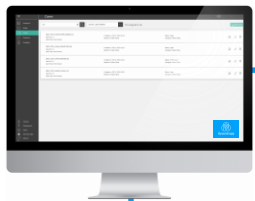
- Remote support by polysius® experts directly out of our new virtual control room
- Technical assistance of your in-house maintenance technicians by using remote diagnostics as well as active intervention in the automation system
- Fields of application: engineering, maintenance and commissioning
- Fast interaction through high-speed communication infrastructure



remote operating support

- Remote operational support during commissioning and day-to-day plant operation
- Direct remote support in the event of problems of any kind during plant operation
- Live support by our polysius® experts directly out of our new virtual control room
- Training and further education of the operating personnel tailored to your special requirements

ADVANTAGE
REMOTE SERVICES



LIVE SUPPORT
BY OUR EXPERTS



SHORT-TERM AVAILABILITY
OF EXPERTISE ON SITE



Worldwide tkIS cement
EXPERT NETWORK



FAST ON SITE



polysius® connect

remote service



See through our experts' eyes.

WHAT its all ABOUT?

- Best possible **TECHNICAL SUPPORT** for your staff **BY OUR polysius® EXPERTS** via smartphone, tablet or **DATA GLASSES** – no matter where your job site and our experts are located in the world
- **LIVE SUPPORT** with loads of **FEATURES** incl. possibility to make videos and screenshots, set markers in the live image, plus: all documents are available as documentation after the remote service
- **REAL TIME DOCUMENT SHARING** such as data sheets, technical diagrams, checklists etc.

WHAT are your BENEFITS?

- ✓ Have **EXPERT KNOWLEDGE ON SITE** remotely
- ✓ Receive **FAST ASSISTANCE** – tailored to your needs
- ✓ Get access to **EASY OPERATION WORLDWIDE**
- ✓ Benefit from **SIGNIFICANT COST SAVINGS**
- ✓ Have **LESS DOWN TIMES**



polysius® connect

remote operating support



Plant Operation & Optimization | Commissioning

WHAT its all ABOUT?

- REMOTE OPERATIONAL SUPPORT during COMMISSIONING and DAY-TO-DAY PLANT OPERATION
- DIRECT remote SUPPORT in the event of problems of any kind during plant operation
- LIVE SUPPORT by our polysius® EXPERTS either directly out of our new VIRTUAL CONTROL ROOM or via DATA GLASSES
- TRAINING and further education of the operating personnel TAILORED to your special requirements

WHAT are your BENEFITS?

- ✓ Benefit from IN-DEPTH KNOWLEDGE and EXPERIENCE of our polysius® experts
- ✓ DECREASE your operational COSTS significantly
- ✓ INCREASE your PROCESS EFFICIENCY
- ✓ SAVE TIME and be MORE AGILE
- ✓ Regular SHORT SESSIONS possible



polysius® connect

remote assist automation



Engineering | Commissioning | Maintenance

WHAT its all ABOUT?

- LIVE SUPPORT by polysius® experts directly out of our new VIRTUAL CONTROL ROOM
- Efficient methods of TECHNICAL ASSISTANCE through REMOTE DIAGNOSTICS, ACTIVE INTERVENTIONS in the AUTOMATION SYSTEM and support of your maintenance technicians
- Fast worldwide communication structure through the usage of a GLOBAL HIGH SPEED COMMUNICATION INFRASTRUCTURE
- Fields of application in the areas of ENGINEERING, COMMISSIONING and MAINTENANCE

WHAT are your BENEFITS?

- ✓ GLOBAL polysius® EXPERT NETWORK combining worldwide competences for the best possible support
- ✓ High speed communication infrastructure with SHORT RESPONSE TIMES
- ✓ Benefit from SIGNIFICANT COST SAVINGS
- ✓ Receive TRAINING for your staff TAILORED TO YOUR NEEDS

