

Hotline Support

A Crisplant Hotline service



Crisplant Hotline Support is available 24 hours, all days all year and ensures easy access to immediate hardware and software expert assistance. At dedicated and fully redundant phone numbers Crisplant Hotline are always ready to receive customer calls. The call is directly and immediately answered by one of our specially trained Hotline Engineers who are all multi-technicians with a broad Electrical, Mechanical and Software knowledge. All Crisplant Hotline Engineers have a minimum of 4 years of experience in the field by performing Commissioning of several Crisplant systems.

The Crisplant Hotline Engineer will dial/connect into the Crisplant customer system, using the redundant Crisplant Hotline Remote Access System. The redundant systems guarantee that Crisplant Hotline is always able to connect to Crisplant customer systems. Crisplant Hotline has direct and immediate access to all Hotline customers' source code in case this is needed for troubleshooting.

Crisplant Hotline contract customers can have access to their own personal site where the customer will have an overview of Hotline cases and Hotline reports. The Hotline reports are available within 24 hours after the case is closed.

FEATURES >>

- Access to Crisplant Hotline
- Support 24/7/365
- Redundant Remote Access System
- Redundant phone system
- Online overview of open Hotline cases
- Online access to Hotline reports

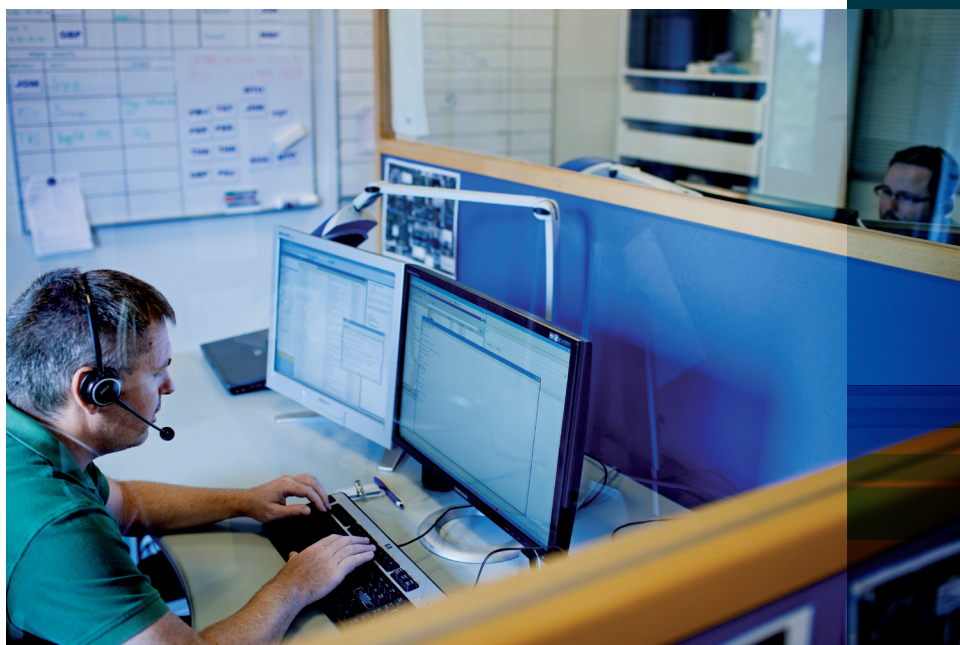
BENEFITS >>

- Customer calls are directly managed by Crisplant Hotline engineers
- Immediate Hotline logon to customer systems
- Individual customized internet site access
- Online subscription for specific information about Hotline cases
- Hotline reports including recommendations

Crisplant Hotline Support ensures easy customer access to immediate hardware and software expert assistance. All calls are handled by Crisplant Hotline engineers, all of whom are Crisplant system experts. All Crisplant Hotline engineers are Key Account Engineers and they have expert knowledge about the specific Customer systems.

The Crisplant Hotline Support:

- is located in Aarhus, DK
- services more than 900 material handling & sorting systems world-wide
- manages more than 250 Hotline contracts
- resolves more than 5000 cases every year
- is always available 24 hours a day, every day of the year



HPP Hotline Product Package

- Hotline Support
- Server Inspection
- Connection Monitoring
- Performance Monitoring
- Remote Optimizing
- Customer Training
- Advisory Service
- Virus Protection
- OS Patching
- VPN Remote Access

Ask your local Crisplant office for more information. Check www.crisplant.com for your nearest Crisplant Support office.

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