



Coesia Remote Assistance



Right there

Right Away



REDUCED DOWNTIME



REDUCED COSTS



REDUCED WASTE

coesia

XpertWorldAssist

Cerulean Remote Assistance Service

PRODUCT DESCRIPTION

Cerulean XpertWorldAssist is a new service specifically designed to mitigate unplanned downtime affecting your equipment. This service enables our technical support staff to connect directly with technicians at your site to provide expert assistance using advanced augmented reality. This guarantees efficient one to one communication for quick and safe troubleshooting in a cost effective way to minimise downtime.

Cerulean has long been recognised for its excellent service minded approach, it's determination to keep your equipment optimised and running irrespective of where you may be in the world. By introducing remote XpertWorldAssist service, we can guarantee an even more agile and timely response.

XpertWorldAssist interactive video enables our remote professional to see your physical environment via your operator's smart device and so provide guidance in real time for a fraction of the cost of a technician dispatch.

The XpertWorldAssist session may be recorded by the operator and used for future reference or for audit purposes. We offer four levels of service depending on the size of your installed base and the frequency of support required.

The remote hours can be used on any of your Cerulean equipment and is valid for 2 years.

BENEFITS

- Greater equipment uptime
- Quick first time problem resolution
- Cost effective problem resolution
- Highest security level through outbound encrypted connections
- Improved diagnostics through access to Cerulean top experts
- Connection as-needed through customer-controlled access
- Session activity log for audit trail
- Better environmental footprint
- Remote installation / service

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PACKAGE OFFERINGS

XpertWorldAssist Package	Stock Code	Standard Specification		Additional Hours	Stock Code
		Hours included	Maximum Weekly Hours		
Silver	96000	10	8hrs / 5 days	Silver add-on	96001
Gold	96002	20	8hrs / 5 days	Gold add-on	96003
Platinum	96004	40	8hrs / 5 days	Platinum add-on	96005
Silver to Gold upgrade	96006	20	16hrs / 5 days	-	-
Gold to Platinum upgrade	96007	40	16hrs / 5 days	-	-

Note:

- XpertWorldAssist packages expire 2 years from time of purchase.
- For customers with multiple sites, the Service package can be used on any of your installations.
- 30 min minimum connection time.

Availability:

- By agreement, local business hours; excluding national holidays. Time exclusions may apply, please enquire with your Cerulean service manager.
- Territorial exclusions may apply (Please enquire with your Cerulean service manager).

Contact:

- info@cerulean.com

TO ORDER Please contact your Cerulean Sales Manager for further details

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