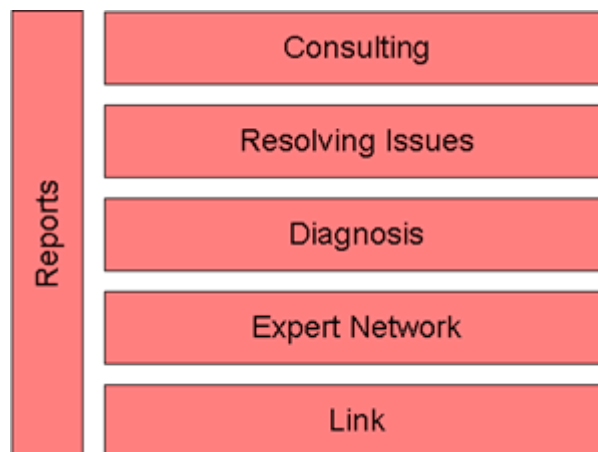


# Technical News Bulletin

Steinhausen, August 2011

---



## FlexIS Remote Service

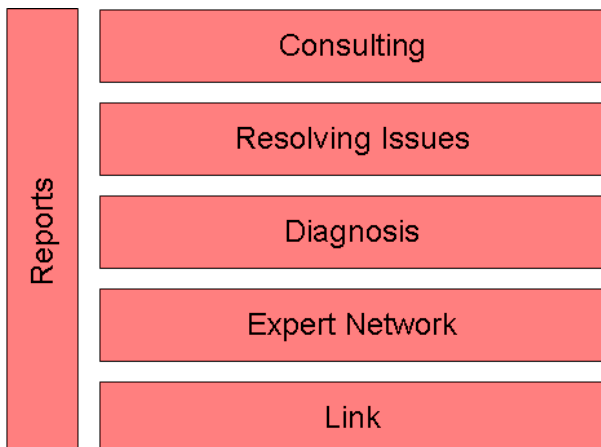
- A FlexIS expert is virtually standing at your side.
- Report for each Remote Service call – transparency.
- In case of emergency, the machine is immediately accessible for a FlexIS Remote Service expert.

## Introduction

After a pilot phase and the presentation at Glasstec 2010, FlexIS Remote Service is now available for all Emhart Glass customers.

FlexIS Remote Service helps you to master your powerful FlexIS controls. A FlexIS expert with extensive experience in machine operation, trouble shooting and maintenance stands virtually at your side for in-depth diagnosis, resolving issues and consulting. The automatic connection check ensures the remote connection is ready whenever needed. In many cases time consuming and costly dispatching of a service engineer can be avoided.

## Specification



Link: automatic remote connection check

- Notification in case of connection problems
- Online update of the virus scanner on the User Console (UC)

Expert Network: technical assistance by FlexIS experts over the phone and through remote access

- Diagnosis
- Resolving Issues
- Consulting

Reports about all FlexIS Remote Service activities

A complete safety & security concept is in place

## Availability / Application

- Customers with a FlexIS Remote Service contract can call a special number during office hours (Western European time)

## Installation Requirements

- FlexIS controls TS, ECO, SIS, SA, TS-E – equipped with mGuard firewall
- A DSL line is required

## Features / Benefits

- A FlexIS expert is virtually standing at your side - also for questions, not only for trouble shooting
- You get a report for each Remote Service call - transparency
- A complete security concept is in place with secure internet connection (VPN tunnel) and restrictive access management. All activities are logged. Control over the machine always remains with you
- In case of emergency, the machine is immediately accessible for a FlexIS Remote Service expert
- In many cases time consuming and costly dispatching of a service engineer can be avoided

- > Reduced downtime
- > Increased productivity