

Tele Engineering Online Service

TEO

05 | 2011



DIEFFENBACHER

Remote Service for trouble-shooting and process support

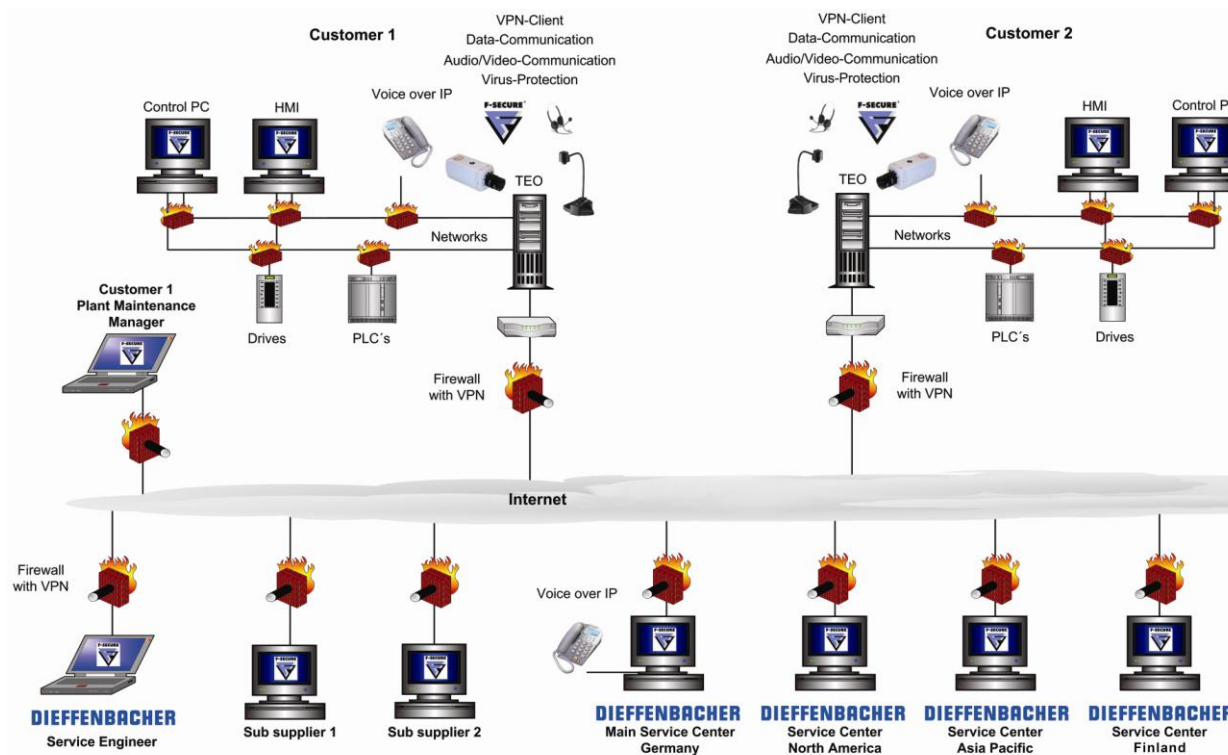
- Advantages:
 - 24/7 global customer support
 - Multimedia video conferences and multi-display functions for audio-visual dialog and bidirectional remote action
 - Real-time access to all software and hardware components (HMI, PLC, communication buses, drive systems, etc.)
 - Immediate involvement of specialized Dieffenbacher Experts

- Your benefits:
 - Increased uptime and less service cost due to immediate action and troubleshooting

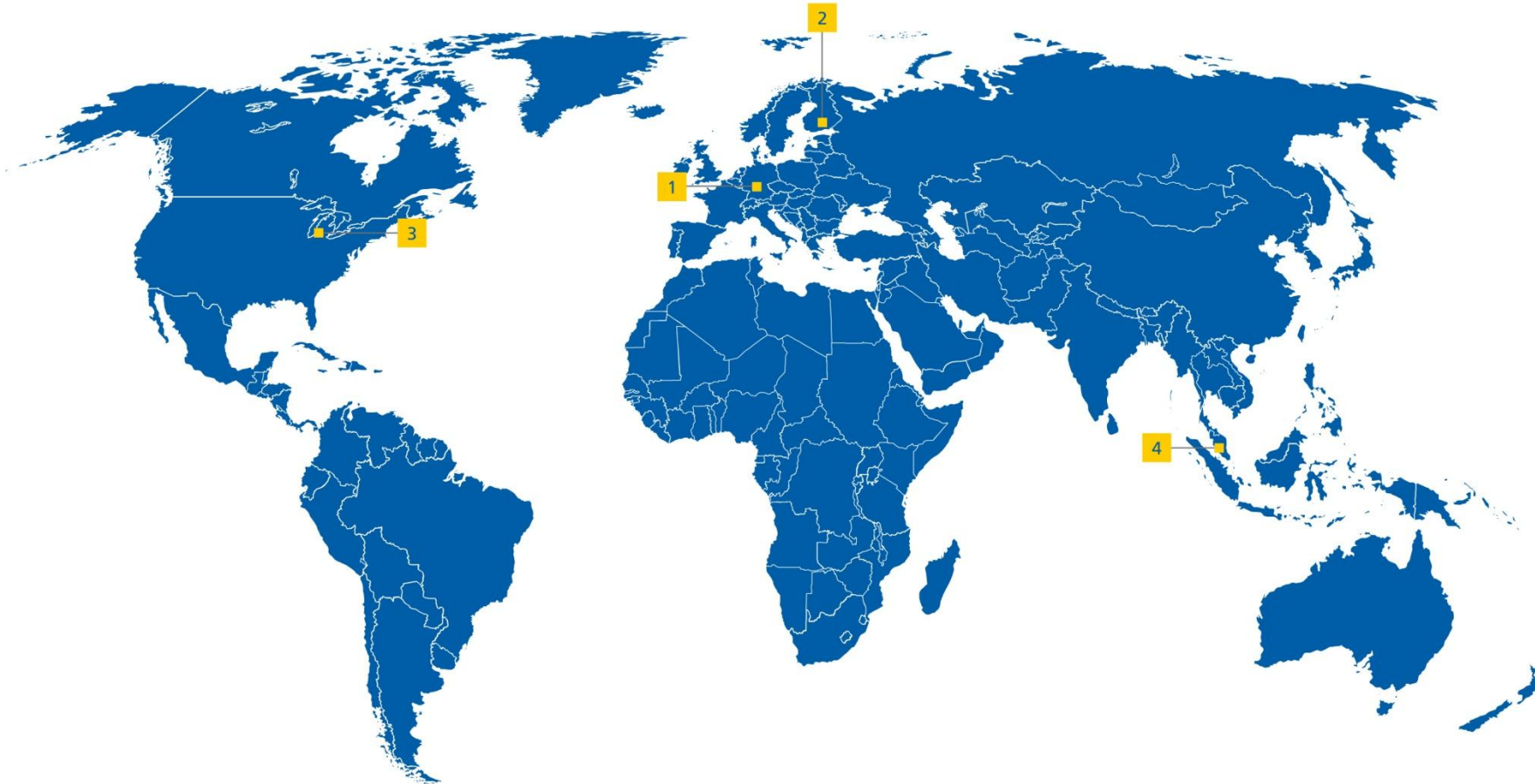


State-of-the-art technology for data exchange

- High speed Internet data transfer
- Three-stage security concept comprising VPN, firewall and virus protection
- Access for Dieffenbacher only on demand and approval by customer



Tele Engineering Online Service Locations



Tele Engineering Online Service Locations

1 DIEFFENBACHER GMBH
Maschinen- und Anlagenbau
Head Quarters
Eppingen | GER

2 DIEFFENBACHER PANELBOARD OY
Nastola | FI

3 DIEFFENBACHER
NORTH AMERICA, Inc.
Windsor | CA

4 DIEFFENBACHER ASIA PACIFIC
SDN. BHD.
Kuala Lumpur | MY

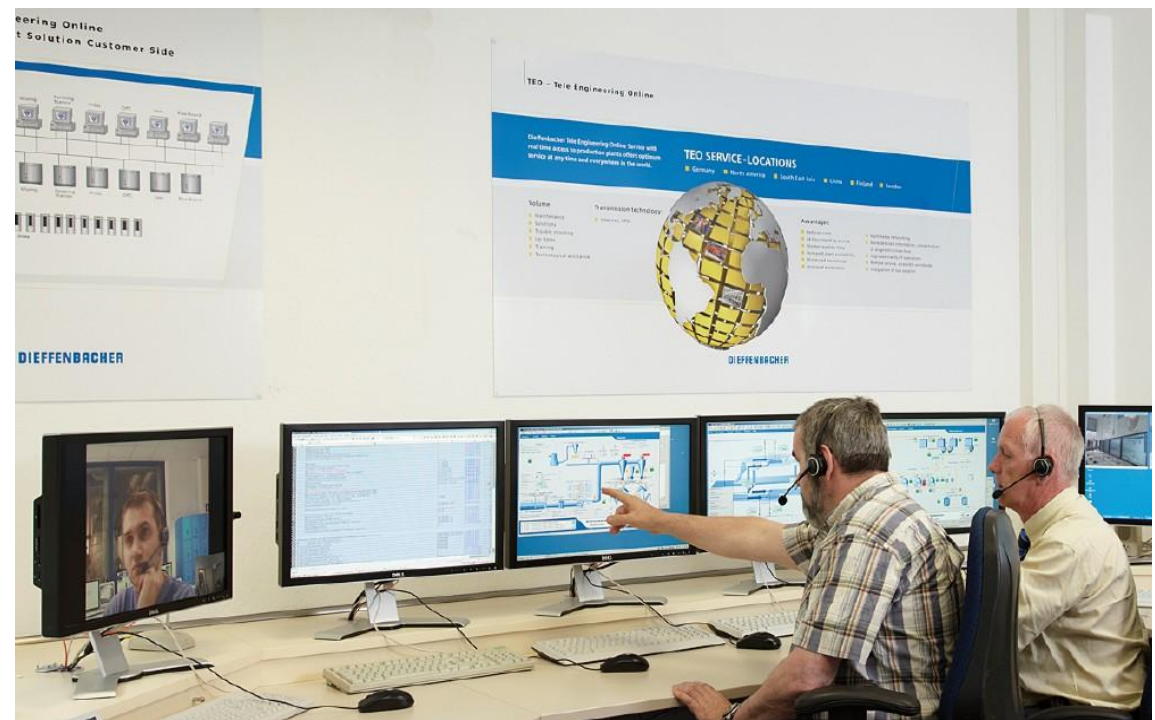
Case study – Malfunction in the Factory

- After a first trial to remedy a malfunction himself the customer calls the TEO Service hotline.



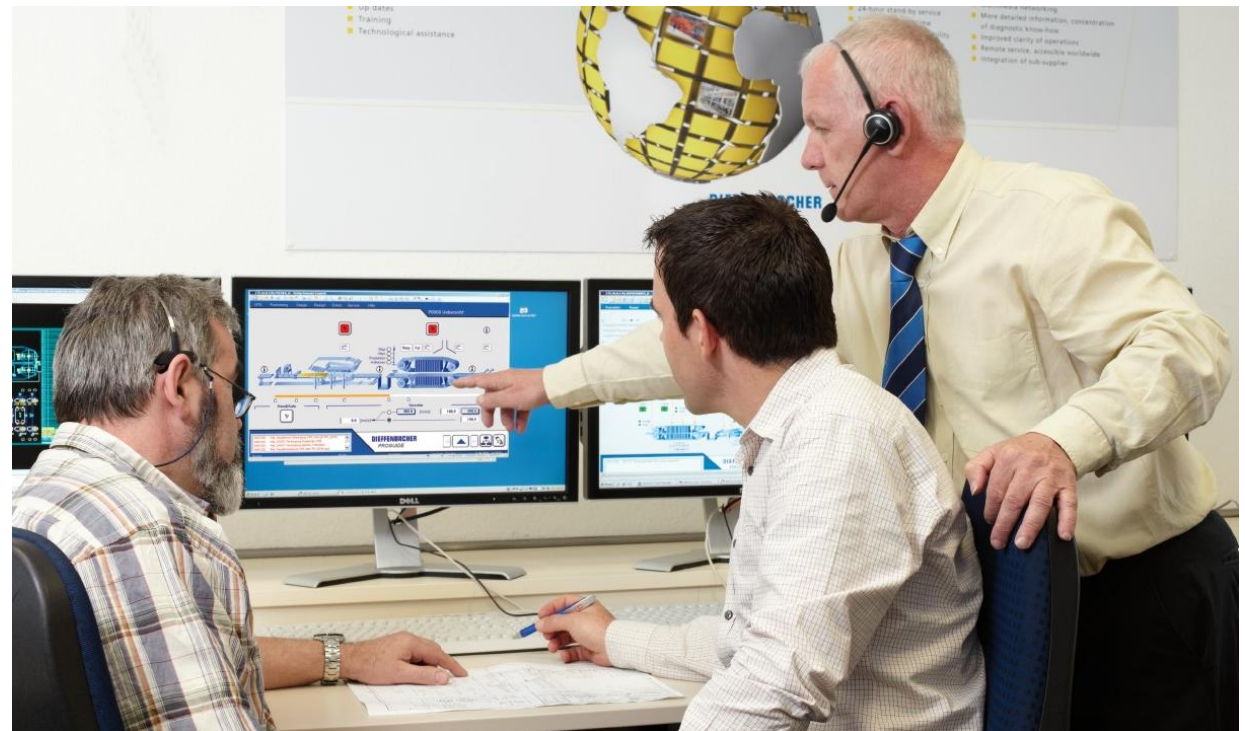
Case study – First Analysis of Malfunction

- The remote access is established after the customer has opened the VPN channel. The Dieffenbacher hotline assistant is making a first analysis in order to involve the right specialists.



Case study – Support by Specialists

- Dieffenbacher Specialists are working on a detailed analysis of the malfunction together with the customer using the full range of communication possibilities of the TEO Service.



Case study – Error debugging

- Once the reason of the malfunction is found the debugging can be made. Most of the time this can be made by direct remote action. In some cases, mostly in case of mechanical defects, the customer has to take action with detailed guidance of the Dieffenbacher specialists.



Case Study – Back to Operation

- The customer is back to operation without time consuming and costly field service. The VPN channel can be closed by the customer. The same procedure would apply in the case that the customer requires process support for the optimization of his production.

