

CHARACTERISTICS

MAINTENANCE

- A service at the level requested; from the maintenance of sorting machines right through to the overall solution, including software and third-party equipment if required
- A module for monitoring the availability of equipment and its performance in real time
- The collection of data for technical support to provide analysis and plan actions either remotely or in the field
- Specialised teams receiving constant training on system updates
- Working in synergy with the SOLYSTIC design office and technical support teams
- Possible to include services that are outside the sorting process. Example: building maintenance

TECHNICAL SUPPORT

- Wide range of services with a commitment to achieving results:
 - 24/7 availability by telephone, email and the ServiceDesk,
 - breakdown recovery and support provided within a guaranteed time frame,
 - technical information notes, coaching, equipment condition checks, etc.
- Team of experts:
 - technicians with a great deal of experience in the field,
 - permanent link to the design offices, guaranteeing swift reactions and the right response.
- Tools that are adapted to ensure more reactivity.
 Example: remote access from a smart phone (SOLYSTIC™ easy-View web monitoring service)
- Personalised support:
 - secure Internet access, ServiceDesk to visualise all of the service requests in real time,
 - service Account Manager in charge of customer support and satisfaction.



IN BRIEF

SOLYSTIC offers complete maintenance programs founded on a close relationship with the customer. This covers sorting machines as well as the overall solution including IT systems and third party equipment.

Technical support covers all customer requests, whether this is through telephone assistance or on-site intervention. It also includes a number of other services such as coaching, performance audit and the provision of technical documents.

BENEFITS

- A service tailored to suit the specific requirements
- Experts, trained in the latest technologies and with a wealth of practical experience
- Teams that are ready to offer support, are dedicated to managing your maintenance or support contract and have instant access to the right equipment
- Personalised support from a single adviser throughout the entire life cycle of the equipment
- Logistics management is taken care of, allowing customers to focus on their core business
- Commitment to a level of service and the availability of solutions
- A high-performance web tool for managing service requests in real time: ServiceDesk.

REFERENCES

- *Europe: intervention in under 24 hours*
- *Norway: support for all equipment and the IT system, 24 hours a day, 6 days a week*
- *United Kingdom: breakdown assistance in under 2 hours, 24 hours a day, 365 days a year*
- *France: more than 60 equipment audits carried out all over the country*
- *Belgium: complete maintenance contract for the sorting network - including the building, with a Service Level Agreement (SLA)*
- *Customer satisfaction demonstrated with 100% contract renewals.*



FOR MORE INFORMATION
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