



RemoteCare.

Secure operation 24/7.

Bühler is your solution partner anywhere, anytime. RemoteCare adds the possibility to service you in times of unprecedented break-downs, increasing uptime and securing operation 24/7. In this rapidly changing world, we are here to support you remotely, round-the-clock, to meet your business needs without the need to travel to your site. Along with continued high-quality support, together we partner to additionally save on travel time, costs and CO<sub>2</sub> emissions.



**2h x 24/7**

Expert response within  
2h, round the clock



**Up to + 5%**

Increase equipment  
availability



**Up to - 30%**

Save travel cost and  
CO<sub>2</sub> emission



**150 years**

On-job knowledge  
sharing

The RemoteCare service is aimed to keep your production running 24/7, with minimal downtime and swift handling of unforeseen break-downs. To aid this efficiently, our regional specialists will support you on the first level within a maximum of 2-hour response time. If a case escalation is needed, the business headquarter specialists will be involved quickly and provide specialized support on the second level.

\*2h response time is depending on contractual terms and conditions



## RemoteCare

## Light

Increase your uptime and  
save your cost

## Anytime

Secure your availability, fast  
and 24/7

## Pro

Professional care of your  
operation 24/7

**Access to qualified Bühler  
specialists**

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**Remote support during  
working time**

8 am - 6 pm, Monday-Friday

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**Remote support during**

non-working time 24/7, 365

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**Priority response**

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**Summary report**

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**Dedicated case manager**

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**Monthly consultation**

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**Remote automation connection**

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**Remote support software**

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**Remote support AR  
glasses BühlerVision**

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