

Remote Support Services

We have been supporting customers around the world for over 20 years and have found that most prefer remote support because it's quick, easy and inexpensive.

Saves you money

Remote support allows us to limit onsite technician expenses and we pass those savings on to you!

Immediate resolutions - Reduces wait times

Reduce your down time and get up and running faster. You don't have to wait for a service technician to travel to your site.

Access to the most experienced engineers

Powerful communication capabilities bring our most experienced support engineers even closer to your organization and operators. Often, you get to work with the same engineer that built your machine.

Shortens support times

Fast and straightforward technical support right when you need it.

Of course, if you want or need onsite support, we can do that too!

Here are a few examples of how our customers have benefited from remote support:

International Dental Implant Manufacturer

An international dental implant manufacturer runs a complicated setup and they have never had a service technician onsite.

- Customer had a limited budget and needed to run two machines with one controller
- We provided remote installation and training to switch the one controller back and forth
- A few years later, the machines were moved and one was damaged
- We used remote support to quickly diagnose the issue and determined that a factory repair was needed. The machine was fixed and placed in service without an onsite service call
- Over the years we have trained several new operators remotely, saving them lots of money and time!

Even though it's a complicated setup, they have been running these two frames since 2007, and never had a service technician on site. Because of the flexible and successful support options provided, additional machines have been integrated into the lab with the same support.



Large Rubber Company



With our guidance, a large rubber company does their own field installation controller upgrade.

- The customer couldn't wait for a technician to come out so we sent them the upgrade package and they installed it under our direction remotely
- After several years the project ended and the machine sat unused for a couple years
- When a new operator wanted to fire it up, we provided diagnostic support, brought it up-to-date with current revisions and sent them everything they needed to update some of the hardware

This customer provided all of their own "onsite support" and they have been running successfully since 2001.

University Research Lab

University research lab unboxes a brand new servohydraulic machine and is ready to run in 10 minutes.

- They needed to get the machine running as quickly as possible, so instead of waiting for onsite installation, we provided a ready to run right out of the box solution
- We did the initial machine setup, installed a few standard test methods and performed a few trial tests at the factory prior to shipment so that all they had to do was unbox the system and plug it in



Almost a decade later they needed another machine and requested the same type of out of the box solution with remote support. Both systems are still used today.

"We were nervous about remote service but we love it and have used it many times. It's quick, easy and affordable."

– Harvey West, North Carolina State University

Government Research Lab



Top secret government lab where onsite support wasn't an option.

- Government project with a custom system that had to pass rigorous inspections
- Inspectors had to be trained in order to get acceptance of the machine and operators at the military base needed training for ongoing operation
- Due to the top secret nature of the project and the testing facility, it was impossible to provide onsite support
- We provided remote installation support and remote operator training for this custom machine

Custom systems typically require more support but a service call wasn't an option. We've trained new operators since.