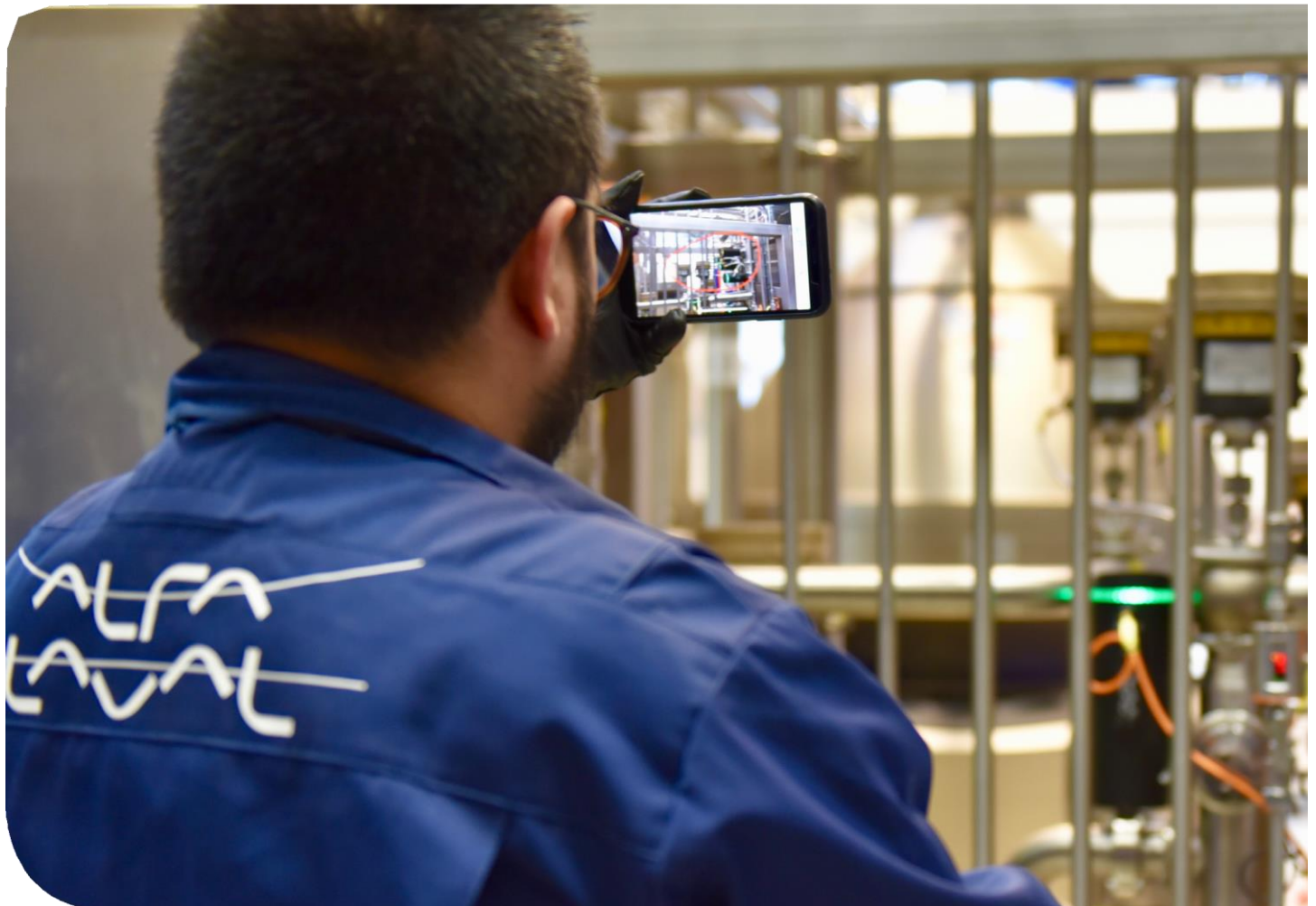




Alfa Laval Remote Guidance

Secure continued uptime through remotely guided service steps



Alfa Laval has been serving customers in India since 1937 by providing support to the valued customers for decades seamlessly. The company is pioneer in adapting evolving new technologies to secure superior customer value.

Remote guidance is one such service initiative in our endeavor to drive transformation and stay relevant. The remote service guidance tool is an important step towards enhancing customer experience. This aims to secure availability of our experts, uptime of equipment and optimization of customer processes in a new normal. A state of technology through "IFS Remote Assistance" our skilled and qualified service professionals promptly respond to service needs, troubleshooting problems virtually guiding customers for different service steps.

A carefully designed subscription models shall secure seamless support through our technical specialists who shall resolve your problems through single call making the service delivery fast, responsive and economical.

The Alfa Laval Remote Guidance tool allows two users (in different locations) to collaborate and interact in real-time while telestrating, freezing images, using hand gestures, and even adding real objects into the merged reality environment.

Alfa Laval sees this as an important step towards delivering superior customer value. With the subscription, you can now access to Alfa Laval expertise remotely, while staying safe and secure.

#Alfa Laval reserves the right to change specifications without prior notification.



Subscription packages

BASIC

Resolve & Prevent

- 6# remote guidance attendance
- Health checkup services
- Troubleshooting
- Spare parts recommendation
- Validity: 6 months

ADVANCED

Improve & Optimize

- 15# remote guidance attendance
- Equipment health check
- Troubleshooting
- Timely spare part recommendation
- Operator training & development
- Validity: 12 month

ADHOC

Trouble shooting through
Remote guidance

Act & Solve



If you wish to know more about Alfa Laval Remote
Guidance packages offered, please contact us at:

remotesupport.india@alfalaval.com

Subscribed customer can call us on dedicated line for their problem
resolution

91-9658-971-971