



Körber Xpert View

Augmented reality-powered
remote service
included

Pharma Packaging

Remote service: Problem solving in real-time

In an emergency situation we can quickly be with you on site whenever necessary. Furthermore, we can solve many problems remotely on short notice. That helps you minimize downtime, delays and, ultimately, costs.

Including Körber Xpert View
Bi-directional audio and video
communication with augmented
reality functionalities



koerber-pharma.com

Technical remote service

Get in contact with our highly qualified experts – any time and worldwide

Our cutting-edge remote service provides our experts at Körber with all of the operating information directly from your machines. An online connection enables us to securely access the human machine interfaces (HMIs), control systems, as well as the cameras and scanners in your machines. In addition, we can use audiovisual means to provide you with answers to all of your questions. In this way we can solve your problems in real time.

In 60 percent of the cases, our technicians need to spend less time on site, or do not have to travel at all. For operators of production and packaging equipment, this means reduced downtime. In addition, software updates can be implemented smoothly and easily for you via remote service.

Your benefits at a glance

- Immediate support – whenever you need it
- High-quality support in spite of travel restrictions
- Fast error detection & troubleshooting
- Minimized machine downtimes

Modern communication & support tools

- Support case handling with our dedicated ticket system
- Machine connectivity via our VPN-based remote support (requires customer approval)
- Körber Xpert View: Bi-directional audio and video communication with augmented reality functionalities
- Your tool of choice, incl. Zoom, Skype, MS Teams, etc.

We offer our remote support in various options:

	Project	Starter	Advanced	Individual
Pricing	at cost	25h packages	50h packages	hours upon request
Communication	phone, e-mail	phone, e-mail	phone, e-mail	phone, e-mail
Machine connectivity	✓ if ordered	✓ if ordered	✓ if ordered	✓ if ordered
Körber Xpert View	✓	✓	✓	✓
Ticket & history tracker	✓	✓	✓	✓

