

Bender Remote Assist

Efficient and of high quality – safe remote service





Bender Remote Assist

Experts always at your side

Ensuring a consistent high level of safety for installations, which are becoming more and more complex – this is a task that represents a growing challenge to system operators.

Due to different communication technologies, expanding function range as well as continuously changing standards it becomes more difficult to assess values and faults. Usually, the result are major damages caused by not properly maintained installations, incorrect parameter setting, no adjustment of

the devices to the ageing process of the installation as well as failure to observe significant system faults, which can lead to a long downtime.

Bender Remote Assist offers you support with this task via remote access, high-quality service and advice. Make use of the advantages of fast, efficient support and advice by our expert network for the highest possible availability of your installation.



Bender Remote Assist offers you

Expert network

The entire Bender expert team is available to you at all times. Hereby, whenever you are in need of it, you will receive support from a sector-specific specialist, who knows your installation to the smallest detail.

Your benefits:

- Perfect installation diagnosis due to Bender-internal expertise
- Detection of sector and installation-specific problems by experts

Operational support

While operating your installation, you will continuously receive remote support through regular system checks. This not only saves time in maintenance, but also helps anticipating maintenance measures. Thus working with the systems becomes easier and faster.

Your benefits:

- Faster response times and higher availability
- Reduced and predictable costs, avoidance of service visits

Documentation support

By storing the installation documentation on the service platform, complete documentation of all relevant data is available to you. Only authorised employees can access reports, alarms, etc.

Your benefits:

- All documents available and updated at all times
- Central storage location, also suitable for documents from other manufacturers

Commissioning support

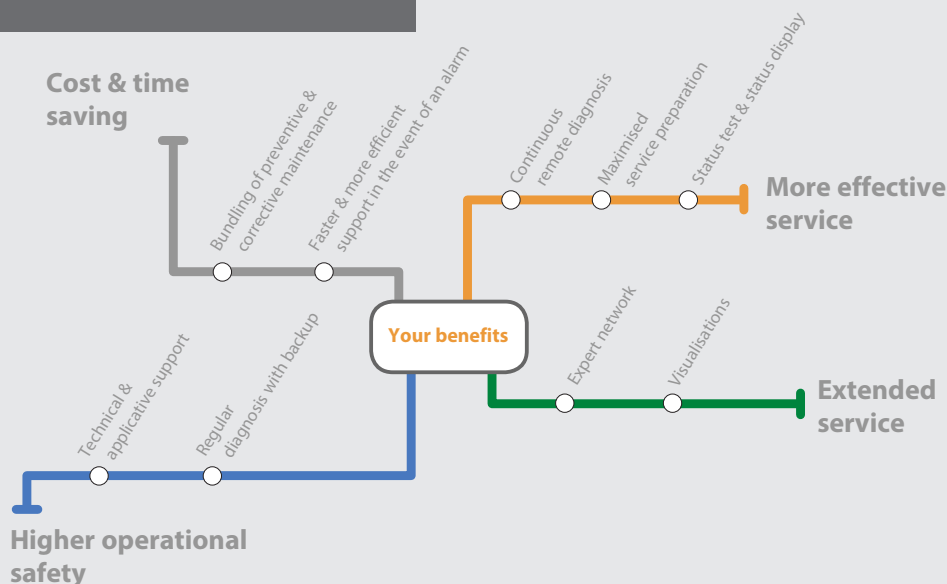
You can commission your installation easier and faster by means of the commissioning support. The COMTRAXX web interface offers many benefits regarding operation, configuration and communication possibilities.

Your benefits:

- Remote bus configuration for seamless commissioning
- Installation and device parameter backup in the event of faults or device exchange

Road map

Maximum safety combined with maximum benefit



Because your safety is important to us

Stay on the safe side!

The VPN technology in combination with the service platform offers maximum safety. During establishment of a connection, authentication methods and security measures in the rights management of the service platform along with stored connection protocols prevent the unauthorised access of third parties.

We ensure maximum safety by means of certificates especially encrypted for the end user. There is no continuous connection between the user network and that from the system operator. They are completely separated from each other by Bender Remote Assist. Bender Remote Assist is therefore one of the most secure and modern interconnect technologies currently available.



Multi-level access rights only allow authorised users to access the installation.



All activities are saved with date and time to provide full transparency.



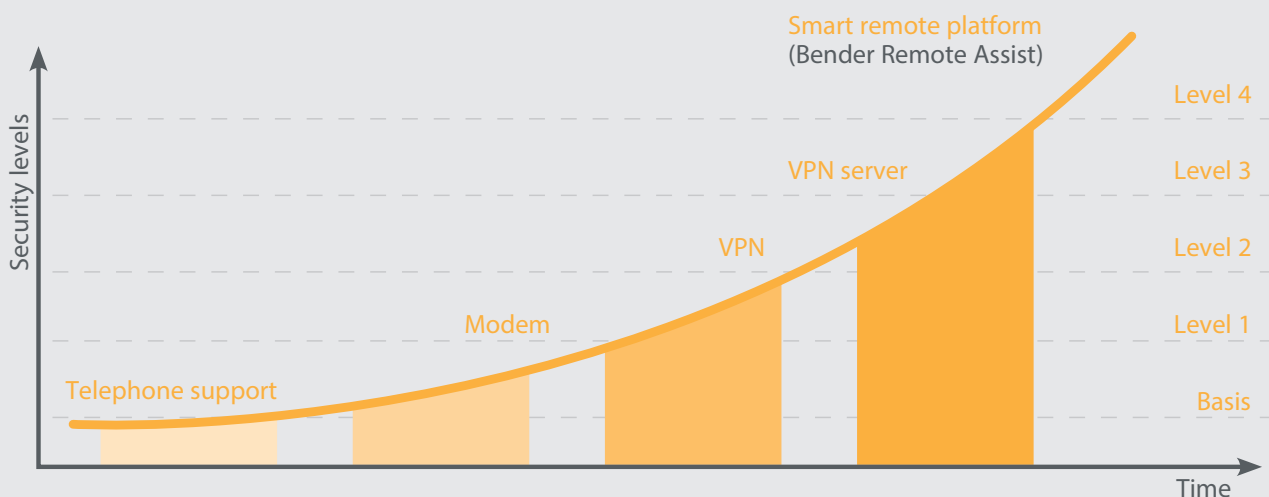
Besides easy integration, latest technologies also allow up-to-date security regarding IT infrastructure.



Bender Remote Assist offers even more benefits; combined with the COMTRAXX interface, you have full control.

Top technology and security

We offer you the highest and most secure technology standard!

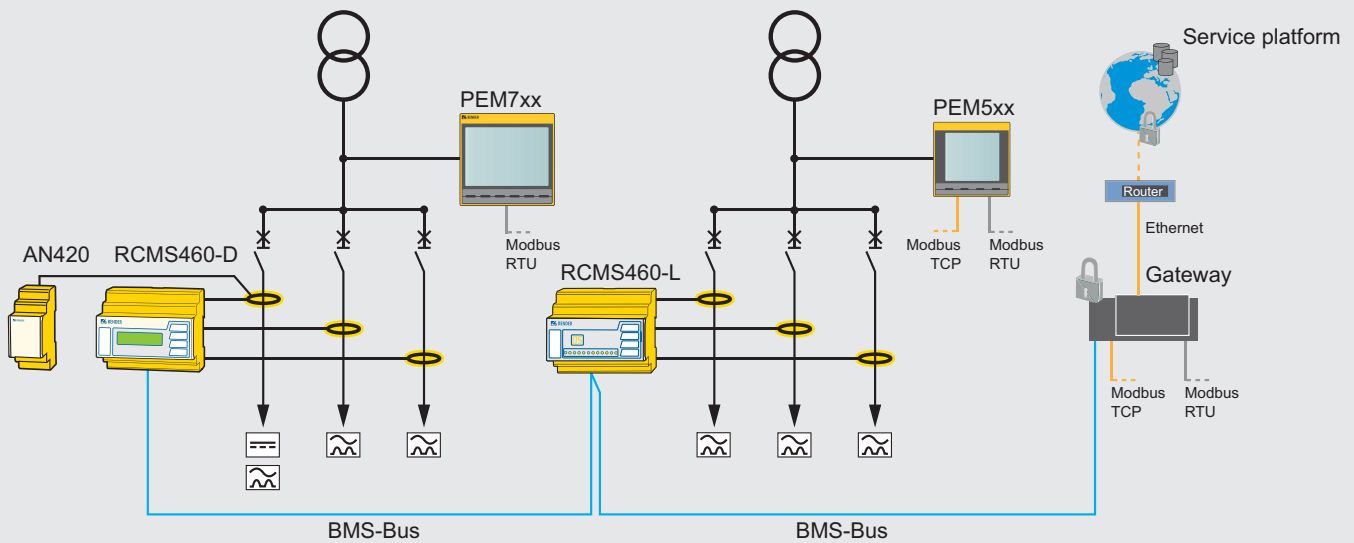
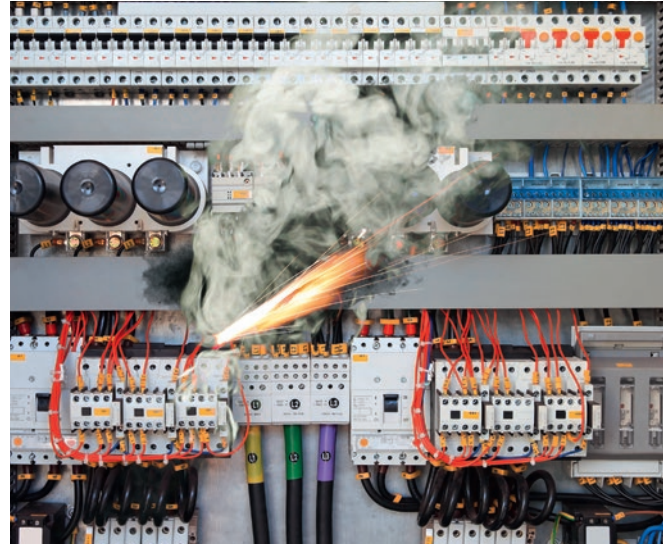


In the event of a fault, every minute counts...

In the event of a fault or a technical problem, a message will be sent immediately to the appropriately certified system experts.

Directly after receiving the message from the system, a Bender employee can remotely log into the customer system, carry out a remote diagnosis, start a failure analysis and offer immediate support.

Our expert network ensures that the complete Bender expertise is available, always and everywhere. Bender will thus be in the position to find the problem immediately and either eliminate it without delay or take the necessary steps for elimination. This means a faster response time, time saving, quick support in the event of urgent inquiries and less travel expenses.



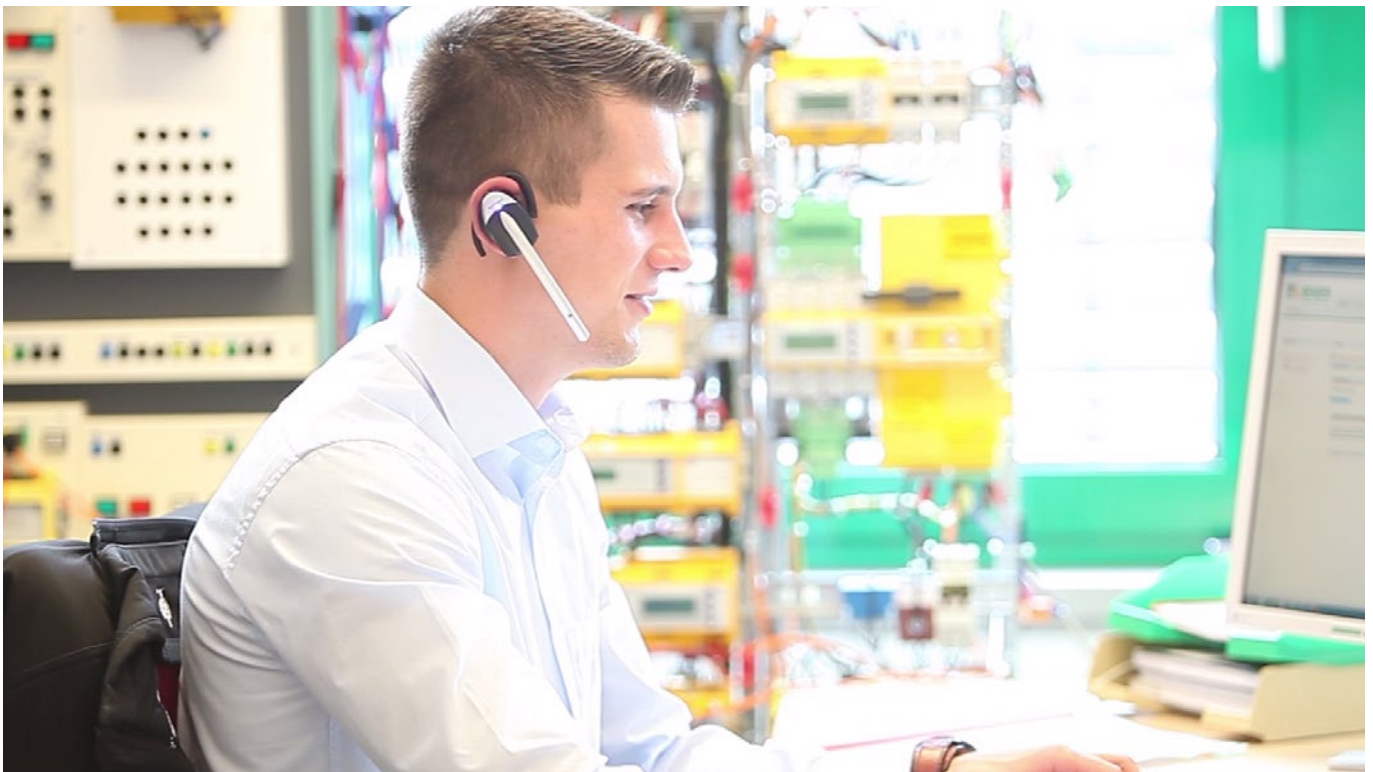
Technical requirement

An Internet connection to access the Bender monitoring devices used in your installation. If necessary, integrating third-party devices into the system is also possible.

The right service package for each case

	Standard <i>BS99401010</i>	Premium <i>BS99401020</i>	Premium Plus <i>BS99401030</i>
Troubleshooting/ Support	<ul style="list-style-type: none"> ■ From case to case 	<ul style="list-style-type: none"> ■ Expert network ■ Alerting* ■ Remote support 	<ul style="list-style-type: none"> ■ Visualisation ■ 10 % service discount ■ Parameter saving ■ Expert network ■ Alerting** ■ Remote support
Basic services	<ul style="list-style-type: none"> ■ Web access ■ Connection check ■ Online documentation ■ Connection reports 	<ul style="list-style-type: none"> ■ System check (1x year) ■ Connection check ■ Online documentation ■ Connection reports 	<ul style="list-style-type: none"> ■ System check (4x per year) ■ Web access ■ Connection check ■ Online documentation ■ Connection reports
Options	Individual additional services can be agreed on separately		

**up to 30 channels, **up to 80 channels*





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