

THE LEITNER TELE-ASSISTANCE



customer.service@leitner.com

LEITNER[®]

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The operating status of the system can be directly monitored from the LEITNER headquarter in Sterzing in order to provide the operator with targeted and fast information on the system functionality or supporting him during troubleshooting. The connection to the internet is established through an industrial firewall installed in the control cabinet. A safe connection between the service technician's PC and the system is guaranteed by a VPN connection, thereby an unauthorized access by third parties is excluded.



INCLUDED SERVICES

SKADII - ROPEVISUAL

Ropevisual is an application for the Skadii platform that collects and analyses live data from ropeways of different manufacturers and makes it available in processed form. The management of a ski resort acquires an efficient tool to support important decisions with a visual presentation of all system-related data.

GUARANTEED AND SECURE CONNECTIVITY

The connection between your installation and LEITNER headquarter is secured through a VPN connection. Thereby an unauthorized access by third parties can be excluded. For the customer there is additionally the possibility to manually deactivate the remote maintenance of the system in order to prevent any unwanted external connection.

PERMANENT CONNECTION TO OUR REMOTE MAINTENANCE SPECIALISTS

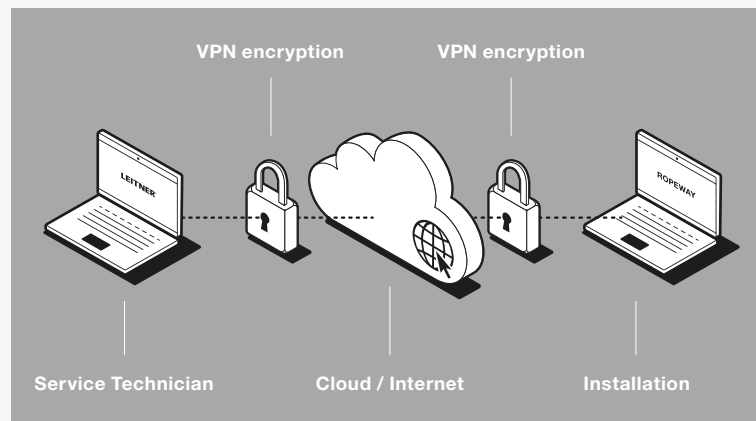
Guaranteed remote access support for remote diagnosis and technical support (requires an installed remote maintenance box).

TECHNICIAN WARRANTY OF SERVICE

If necessary, it is guaranteed that within the shortest possible time a specialized technician is on site at your premises.

24H HOTLINE SERVICE

8 hours of calls with mechanical and electrical engineering Hotline is included.



THE ADVANTAGES

Higher operational reliability

therefore also reduced operating costs

Time saving due to fast error detection and correction

Visualization of all installation related data

efficient tool to support important decisions

Savings in travel costs

a technician visit can be avoided

The needed spare part can be identified remotely

Professional support of the operating personnel

for safe and smooth operation of the system

Support and Service around the clock

also outside the usual service hours you can get technical support