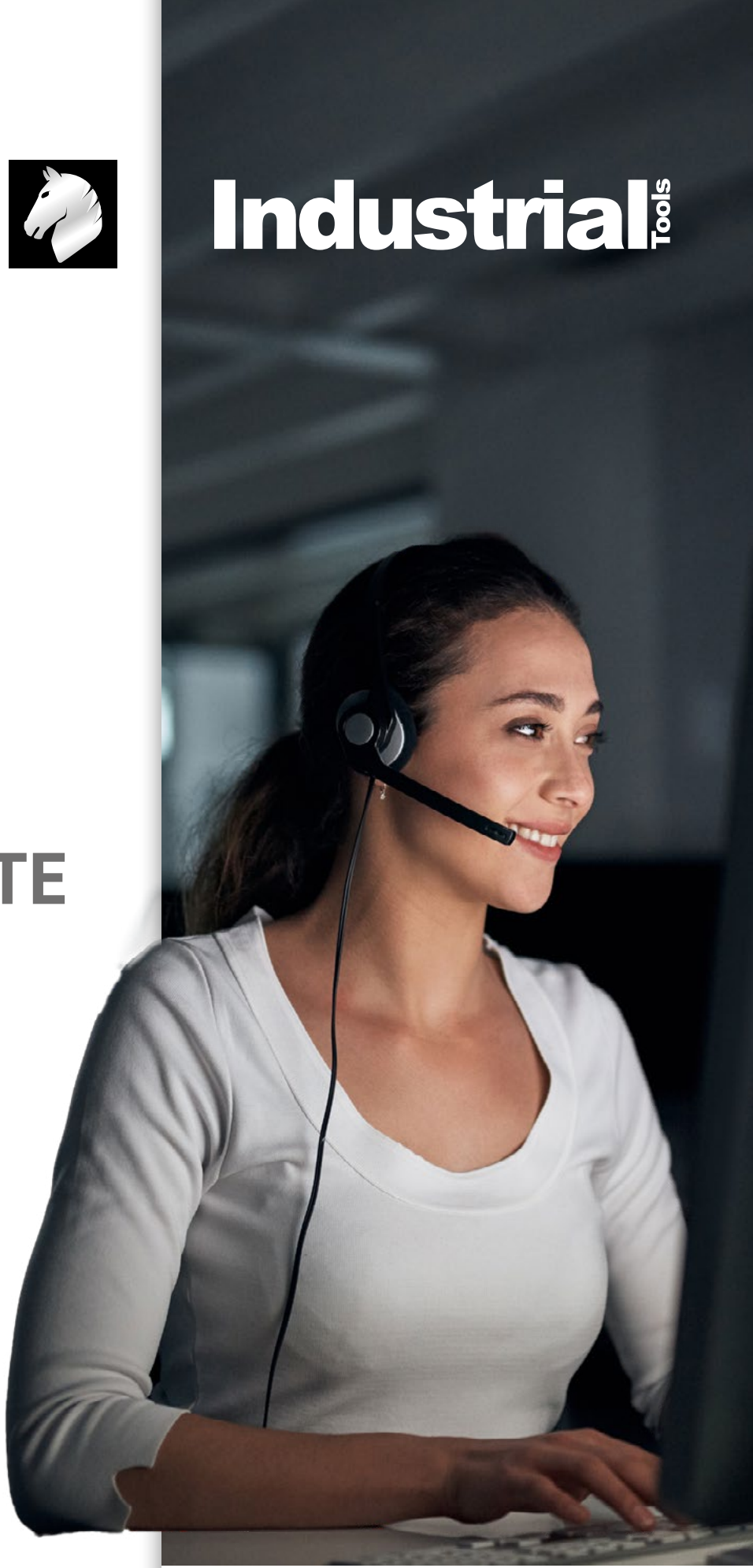
Desoutter

Industrial Tools

REMOTE CARE



More Than Productivity

SERVICE by Desoutter

REMOTE CARE

THE RIGHT EXPERTISE, AT THE RIGHT TIME



96%

"VERY SATISFIED" OR "MOSTLY SATISFIED" FEEDBACKS FROM OUR CUSTOMERS

20min

AVERAGE TIME TO RESPOND TO URGENT TICKETS*

ACCESS THE FULL STORY

BACKGROUND

Today, poor maintenance strategies can reduce a plant's overall productive capacity by 5 to 20 percent. At Desoutter, we believe that proactivity is the key to maximize your productivity and continuously improve your efficiency.

But then, there is the contingency, the unpredictable. With Remote Care, you are ready to face any situation, anytime. Rely on our remote experts and on 100 years of industrial expertise to get the best out of your Desoutter solutions.

Why choose Desoutter?

- **Experts with complete knowledge of our software and firmware.**
- **We help you tackle process challenges by pointing the right way.**
- **We help you unlock the potential in every feature.**
- **Instantly report any incident from the app, anywhere you are.**

ALWAYS CONNECTED

Get support within 1 hour whenever the situation gets critical, wherever you are on the planet.

ECOSYSTEM SUPPORT

Receive expert support on the whole Ecosystem, tightening controllers, process control, vision, databases...

UPDATES & UPGRADES

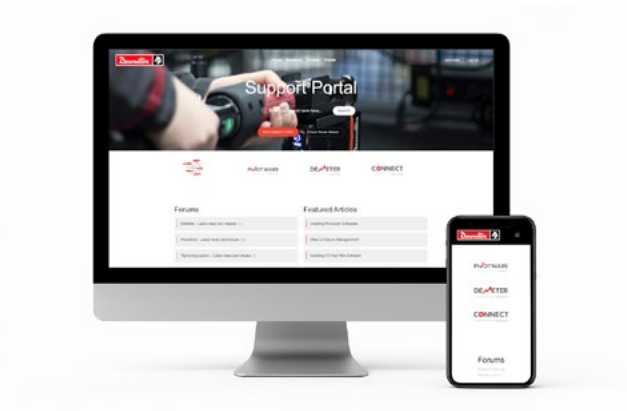
Access the latest upgrades of all Desoutter products. Stay safe with the latest IT security updates and deploy new features to boost your efficiency.

MINIMAL SUPPORT FOOTPRINT

Up to 70% of the support you need can be provided remotely*. Our experts take over through a secured distant access to your products or servers. No travels, no CO2 emissions.

THE SUPPORT PORTAL AT A GLANCE

- ✔ All Remote Care customers have access to the portal, free of charge.
- ✔ Accessible anywhere, at any time, from any device.
- ✔ Keeps history of all Service requests and keeps all stakeholders in the loop.
- ✔ Contains advanced articles and application notes.



A REMOTE SUPPORT PLAN THAT MATCHES YOUR NEEDS

	ACCESS	PERFORMANCE
Support Portal Ticketing interface, articles & release notes	✔	✔
Remote Support From the workstation, on app, worldwide.	✔	✔
Unlimited updates Minor releases	✔	✔
Unlimited upgrades Major releases, including all new integrated features. Support to deployment.		✔
Early Access features Keep a competitive egde by unlocking the potential of future features before they are available to anyone else.		✔
Continuous coaching We stay on your side day after day, telling you about our latest content, providing micro training on our software when required.		✔

GET EVEN MORE FROM DESOUTTER SERVICE

INSTALLATION & COMMISSIONING

Digital transformation is the key to Industry 4.0. With our Software experts and our global presence, we work together to make it a reality on your production lines.

Ensure efficiency today: Rely on our experts to create and deploy a stable process that will deliver immediate efficiency. We train your teams with hands-on training, so you take full ownership of the system from day one.

Be ready for tomorrow: Our experts deliver a scalable, future-proof solution. They can deploy the data collection and analysis tools you will need to continuously increase efficiency. You are ready to face the next challenge.

Beyond installation, we build the foundation of a partnership model designed to grow with your operations — at your pace.

*Global support team tickets – All Software/firmware related topics on all supported products - Performance from February 2023 to June 2025

SERVICE
by Desoutter



More Than Productivity

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www.desouttertools.com/service

English
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November 2025