

# Customer Support



# Microtec Customer Support

Our team is dedicated to installing and fine-tuning new installations, while providing expert advice and training to your operators.

Microtec demands the best from our team and offers on-going and in-field training. We are committed to continuously improving and enhancing our customer service around the globe.

#### Understanding our customers

The first step to great service is understanding our customer's needs and their production line. We stand behind our excellent quality products and strive to provide the finest customer service on the market.

#### Fast problem-solving

By phone, through remote assistance or directly on-site, we offer fast, effective problem solving. In fact, more than 98% of customer issues are solved within 48 hours.

#### 100% Service Guarantee

Microtec is renowned for timely and accurate project installations. Our strong customer relationships are built on genuine partnerships based on mutual respect, trust and long term cooperation.



## Standard Support

# 1

### First Level Support

- × Highly skilled technicians, specialized in all Microtec scanners and applications
- × 8 technicians + 2 software engineers, full-time
- × direct contact to your Microtec expert
- × average reaction time less than one minute
- × 2,500 active remote connections available, average connection established within 15 minutes
- × always available, 24/7
- × worldwide

# 2

### Second Level Support

- × One specialized software engineer, on duty 24/7
- × Pool of 45 software engineers to help out First Level Support if issue persists

## Extended Support

### All-In 24/7 Hotline

The All-In 24/7 Hotline service agreement assures a flat rate hotline so customers can always call the support hotline for free, even on weekends or public holidays. In addition to that, customers receive [access to the online customer portal](#) with the possibility to make direct service request and monitor the status of their issues in real time.

### Extended 24/7 Hotline + Support

This service agreement includes

- × All-In 24/7 Hotline
- × Online customer portal
- × Planned remote analysis and fine-tuning on the scanner performance every three months
- × One scanner software update per year, if available
- × Discount on all spare parts

### Microtec Remote Eye

Microtec Remote Eye offers remote issue solving through a [live video interaction](#) with your operator, [directly on the problem spot](#). Using a tablet device, a Microtec specialist remotely shows your operator exactly what to do and how to do it, improving autonomous problem solving and production efficiency.

### Microtec Monitoring System

Microtec Monitoring System [constantly monitors your scanning and optimization solution](#). It comes on a [separate device](#) that is installed within your operating plant. Once a problem is detected, the monitoring system automatically creates an alert and a Microtec specialist will handle the issue.

### Microtec On-Site Visit

Planned [on-site visit](#) of a specialized Microtec engineer per year [including operator training](#).

# World leading wood scanning solutions

We live quality and service throughout our company. As the consolidated global leader in optoelectronic wood grading applications, we specialize in Multi-Sensor Quality Scanning technologies that include proprietary cameras, lasers and X-ray sensors to optimize, automate and streamline all kind of production processes. Innovation is our passion.

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