

TruServices

## Remote Operation Support



## Are you looking for a skilled night shift worker?

Recruiting qualified machine operators for the night shift is difficult. Make it easy for yourself: from the Remote Operation Center in Neukirch, Germany, we access your machine, control your night shift and proactively resolve downtimes. This means your automated production runs more productively in multi-shift operation and requires fewer personnel.

### Productive night shift

Reduce downtime processing by a factor of five – for maximum efficiency during the night shift.

### Autonomous manufacturing

Manufacture productively at night and even produce complex parts.

### Staff support

Get step-by-step instructions to resolve downtimes and profit from continuous contact to our TRUMPF experts.

### Increased delivery reliability

Benefit from finished parts by the next morning – with no rescheduling or delivery delays.

# What do you get with Remote Operation Support?

## Know-how – Remote Operation Support

During the night shift, we monitor your machine during critical times and respond immediately to downtimes. If on-site assistance is needed, we will provide you with clear instructions. Additionally, we create service cases for technical issues and provide a detailed workflow for handing over your machine to TRUMPF.

## Hardware – Remote Equipment

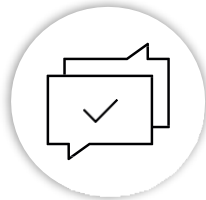
To use Remote Operation Support remotely, you'll need specific hardware from TRUMPF. This includes smart cameras, lighting and necessary cables, enabling optimal support from TRUMPF experts at the Remote Operation Center.\*

## How to get in touch with your colleagues at TRUMPF



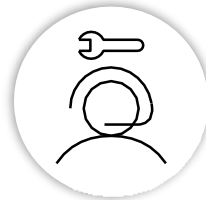
### Quick help

TRUMPF experts can explain steps via chat or call and guide you through on-site troubleshooting.



### Expert Chat

Use the chat in the TRUMPF Visual Assistance App to connect with experts for tips and guidance.



### Expert Call

Get help from the experts in the TRUMPF Remote Operation Center via video call.



### Workflows

Precise instructions make it easier to prepare your machine for the night shift.

## TruServices | Your Partner in Performance



With Remote Operation Support, TRUMPF is there for you at night and can resolve errors remotely. Interested in getting more information? Scan our QR code or contact us via email: [mt-global.sales-services@trumpf.com](mailto:mt-global.sales-services@trumpf.com)



[www.trumpf.com/s/remote-operation-support](http://www.trumpf.com/s/remote-operation-support)

Please note: We currently offer the night shift service "Remote Operation Support" for the TruLaser Center 7030 and the TruStore.  
\*Hardware is not included in the service and must be purchased separately.