

Advanced Customer Care

What is it?

Dotline provides a solution for gathering the machine 'health' data of your CTP installations. By participating you share machine log data with your service contractor. This helps to provide the best possible support and service to you.

What's my benefit?

- *Faster service response*
when problems occur, your service contractor can already analyze your issues by remote. Save time and costs if common issues can already be solved by remote, without having unnecessary chargeable service on site.
- *Be the first in line*
by sending your machine data to your service contractor he is able to provide you with the necessary software updates and improvements to maximize your productivity. Because he already knows what's wrong when it is wrong.
- *Talk the same language*
Due to your data your service contractor can understand the issues much better what prevents you from unnecessary long explaining phone calls
- *Save your time for productivity*
the machine data helps your service contractor to plan and execute your machine service on maximum level of efficiency. Technicians save time on your site and create the focus on the items to be done to get machines back up and running in the shortest possible time.

How does it work?

A small client application installed on your CTP is sending its log data daily via email. All data is received by a server application installed at your service contractor's office.

Requirements:

- ⇒ You provide a possibility to send emails from the CTPs within your company infrastructure (e.g. SMTP Relay Server) or give direct access to the internet.

