



Remote Services

Safe remote monitoring for efficient service

PRODUCT AND SYSTEM SUPPORT

SICK
Sensor Intelligence.



Product description

Fast, expert support by specialists is very important for customers during commissioning and operation. Remote services product and system support from SICK fulfills this requirement: Secure Internet connections enable expert support at the click of a mouse – without the need for travel and set-up times. The customer benefits from remote services in several ways. They accelerate commissioning through targeted expert support. They optimize the operating phase by saving time and travel expenses. And they're flexible: The modular Remote Service contract model provides the customer exactly the support that meets its current requirements.

At a glance

- Customer and integrator access
- System-specific documents available as needed
- Graphic user interface for remote services
- Qualified remote diagnostics
- Setup service: installation, set-up, and orientation
- Basis for condition monitoring and help desk

Your benefits

- Very high availability of your plants and systems
- Low, predictable maintenance costs
- Expert help starting at commissioning and on through the entire service life
- Reactive and proactive support improves response and solution times
- Quick assistance provided by experts when malfunctions occur
- Safe, high-performance data connection
- Cost savings thanks to quick and easy integration into the existing IT infrastructure
- 3D and 4G mobile option for location independence

Ordering information

Additional services → www.sick.com/Remote_Services

Brief description	License scope	Range of services	Type	Part no.
-	-	-	24/5 help desk with remote support for systems	1611504
-	-	-	24/6 help desk with remote support for systems	1611505
-	-	-	24/7 help desk with remote support for systems	1611506
-	-	-	8/5 help desk with remote support for systems	1611507
Ad-hoc connection to SICK service specialists via a video conference software	-	- Use of screen sharing for data evaluation, checking device status and application - Support and guidance for commissioning, training, troubleshooting, maintenance, etc.	Remote Support Flow Measurement (hourly rate)	1615197
Generation of a configuration file for commissioning of the Meeting Point Router MPR by means of parameterization in accordance with customer requirements	-	One-time fee	MPR configuration and commissioning	1611352
Package for individual remote maintenance of large systems	Connection of more than 20 sensors, Connection of more than 3 Meeting Point Routers, Connection of more than 3 customer accounts, Connection of more than 3 integrator accounts (third parties)	Use of web-based SICK Remote Service architecture, Annual fee	PRO remote service package	1610125
Premium package for professional remote maintenance of large systems	Connection of up to 20 sensors, Connection of up to 3 Meeting Point Routers, Connection of up to 3 customer accounts, Connection of up to 3 integrator accounts (third parties)	Use of web-based SICK Remote Service architecture, Annual fee	PRIME remote service package	1610124
Standard package for introduction to industrial remote maintenance, for mid-sized systems	Connection of up to 10 sensors, Connection of a Meeting Point Router	Use of web-based SICK Remote Service architecture, Annual fee	CORE remote service package	1610123

SICK AT A GLANCE

SICK is one of the leading manufacturers of intelligent sensors and sensor solutions for industrial applications. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents and preventing damage to the environment.

We have extensive experience in a wide range of industries and understand their processes and requirements. With intelligent sensors, we can deliver exactly what our customers need. In application centers in Europe, Asia and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes us a reliable supplier and development partner.

Comprehensive services complete our offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

For us, that is “Sensor Intelligence.”

WORLDWIDE PRESENCE:

Contacts and other locations –www.sick.com