



The full view. Online. In real time. 24/7

No maintenance contract? Warranty period expired?

No problem! Depending on the expected support scope, with us you can book the online hour packages listed below. The urgently needed online support can be called up easily and without any further delay.

20 h Package
110 €/h *)

30 h Package
105 €/h *)

50 h Package
100 €/h *)

*) The total amount is due upon signing the contract.

Ipsen-Remote-Service



Your benefits:

- Live connection of an Ipsen support expert with real-time feedback
- No waiting time; no travel expenses
- Online training courses for operating and maintenance staff(after request)
- Step-by-step guidance through repair processes (after previous request)
- Booking of staggered hour packages
- Detailed service report and monthly hours overview
- As part of the warranty and for Premium customers: Free online support

Do you have questions? Our dedicated team will be happy, to help you with all your questions and problems:

+49 2821 804 777 - Support@Ipsen.de

What are your options?

We offer you the option of purchasing an hourly package for our online support. After each assignment, you will receive a report on our activities as well as a monthly overview of your remaining hours and the activities performed (case), giving you the opportunity to top up your package in good time. Of course, our reliable online service is also available to you if you are not an Ipsen Premium customer or have not yet booked the hours package. As soon as we have received your written order (email) for an online assignment, we will support you accordingly and charge you an hourly rate of 149€/h**) (Mon-Fri) and 199€/h**) (Sat/Sun/Public Holidays).

If you are already an Ipsen Premium customer and benefit from the advantages of a long-term maintenance contract / service level agreement or your system is still under warranty, online support is of course free of charge.

**)) The first hour of support is always billed as a full hour (60 min), thereafter billing takes place every 30 min.

***)) The validity is a maximum of three years after the contract is concluded.



[Teamviewer.com/pilot](https://www.teamviewer.com/pilot)

