Tecan Remote digital services.

YOUR ROUTE TO FASTER ASSISTANCE.

REMOTE
CONNECT. CORRECT. CONTINUE.

WHEN SOMETHING UNEXPECTED HAPPENS, EVERY SECOND COUNTS

It's a familiar story in labs worldwide. Phone the helpdesk, raise a query and wait for an on-site visit to diagnose and qualify the issue. But did you know that numerous helpdesk queries leading to on-site interventions could have been resolved remotely? When every second counts, on-site service may not always be the optimum solution.

Now there is a better way with Tecan Remote. Tecan Remote digital services enable remote access to Tecan instruments, with the highest level of connection and data security. Resolving issues remotely through this service minimizes downtime and gets you back on track faster. And if a call-out is still required, advance pre-qualification allows the engineer to arrive equipped with everything necessary to resolve the issue in a single site visit.
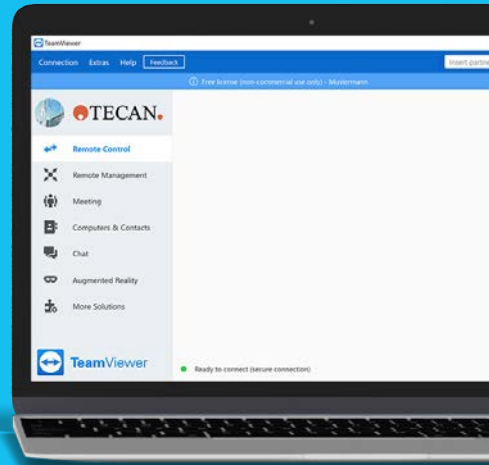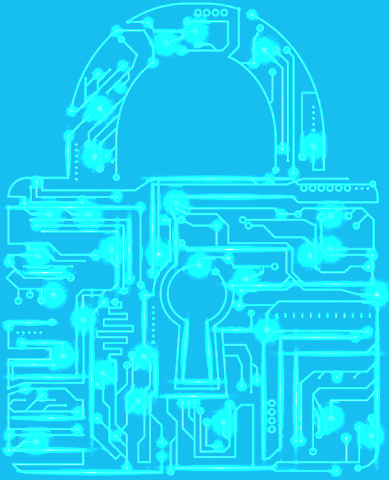
WITH TECAN REMOTE, YOU CAN HAVE CONFIDENCE THAT HELP IS AVAILABLE REMOTELY FOR:

- **Installation**
  guidance for set-up and commissioning of benchtop instruments

- **Application support**
  share files and collaborate on new applications

- **Troubleshooting**
  rapid, on-demand resolution of urgent non-hardware issues

- **Training**
  individual set-up or on-demand training

- **Software and driver updates**
  fast distribution and implementation of updates after release

- **Diagnosis and pre-qualification before a site visit**
  for 'fixed first time' on-site intervention

HOW IT WORKS

Tecan Remote, powered by Team Viewer, makes everything as easy as 1, 2, 3. Tecan Remote enables remote diagnosis, troubleshooting and pre-qualification of an issue via a secure TeamViewer connection for desktop sharing, file exchange and video calls. Additionally, TeamViewer Pilot provides Augmented Reality functionality that allows the instrument to be viewed in real time on a mobile phone. Simply connect your instrument's PC to give us secure access and talk to one of our technicians for fast remote assistance.

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DATA SECURITY

TeamViewer uses secure data and program encryption based on 4096 RSA private/public key exchange guaranteeing full client-to-client data protection and AES (256-bit) session encryption meeting the same rigorous security standards as https/SSL, so users can have total confidence when sharing instrument access.

KEY BENEFITS

- **Increased efficiency and productivity**
  more uptime, faster mean time to resolution and fewer workflow disruptions.

- **Clear communication**
  real time instrument access allows the technician to see the problem for themselves.

- **Security**
  secure, safe and encrypted data.

> **WHY WAIT DAYS FOR A CALL-OUT WHEN OUR TEAM CAN GET YOU BACK UP AND RUNNING WITHOUT ANY TRAVEL DELAY? CONNECT TO TECAN REMOTE FOR MORE UPTIME, EFFICIENCY AND PRODUCTIVITY.**

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