

SMT WORLDWIDE

 PART OF INCORPORATECHNO



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Remote Intervention

Remote technical assistance service provided by SMT Worldwide experts for diagnosis, troubleshooting, and operational support.

Positioning

- 👉 Immediate expert support with direct impact on production continuity
- 👉 Reduces operational costs and improves responsiveness

Scope of the Service

- Remote diagnosis of technical issues
- Real-time assistance via remote connection or communication tools
- Analysis of machine parameters and process conditions
- Support for operational adjustments and basic configuration
- Assistance to customer technicians during on-site interventions
- Technical recommendations for problem solving and performance improvement
- Incident follow-up until resolution (depending on scope)

Value Added SMT Worldwide

- Immediate access to experts without travel delays
 - Significant reduction in downtime
 - Integrated view (process + equipment + software)
 - Possibility to escalate to on-site intervention
 - Integration with advanced services (Process Support, AI, predictive maintenance)
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Service Modalities

- On-demand intervention
 - Scheduled support
 - Integration into hourly packages or SLA contracts
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Technical Requirements

- Secure remote access (VPN or equivalent)
 - Availability of local technical staff
 - Stable internet connection
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Exclusions

- Physical interventions
- Repairs or component replacement
- Issues requiring on-site presence
- Connectivity-related issues

Commercial Conditions

- Billing based on effective intervention time (hour or package)
- Minimum billing unit: 1 hour
- Effectiveness depends on the quality of information and remote access conditions
- SMT Worldwide not responsible for connectivity or IT limitations
- If unresolved remotely, on-site intervention may be proposed (quoted separately)
- Additional charges may apply outside standard working hours