GLOBAL REMOTE SERVICE PROGRAM

**YOUR ON-DEMAND TECHNICAL SUPPORT.
ANY PLACE. ANY TIME.**

REACH OUT TO YOUR CIMBALI GROUP ACCOUNT FOR MORE DETAILS

WWW.CIMBALIGROUP.COM

REINVENTING SERVICE SOLUTION

The Global Remote Service Program is the first remote control system for coffee machines, developed with TeamViewer™.
If a beverage doesn't align with the standard quality,
or if a malfunction is detected, a tech expert can step in swiftly.

◎ **REMOTE CONTROL & FIXING**

To ensure that help is always available, no matter where you are located, we **provide remote assistance** directly through the machine's* user interface. For businesses looking to manage their machines remotely, licenses are available-consult with your sales representative for details.

◎ **SMOOTHER ON-SITE INTERVENTION**

If remote assistance isn't enough, **the preventive diagnosis** guarantees a quicker on-site resolution, optimizing labor time (-20%) and travel costs (-15%).

◎ **PROTECTED PRIVACY AND SESSION**

Ensuring connection with a list of unique S/N via Art.In.Coffee, our revamped app that allows users to **connect to machines, tailor drinks**, and more, all while **safeguarding data and sensitive information**.

◎ **ON THE JOB TRAINING**

Remote assistance not only resolves issues but also **serves as an invaluable tool for hands-on training**, enhancing the skills of technicians in real-time scenarios.

*
1 - Available on Fully automatics machines only.
2 - Through Wi-Fi connection only.