



GET BACK UP AND RUNNING QUICKLY WITH GERBER'S REMOTE SUPPORT SOLUTIONS!

We understand how important your cutting solution is to your workflow, which is why we are continuing to invest in state-of-the-art technology that will reduce downtime. With our remote support service tools, our expert Field Service Engineers can diagnose and resolve issues before ever setting foot into your facility, getting you back up and running quickly.

TeamViewer

TeamViewer allows a Gerber Certified technician to control your PC remotely to diagnose issues and perform any necessary tasks including updates and configurations, allowing you to easily solve any issues you may run into.

SightCall

With SightCall, a Gerber Certified technician is able to access the camera on your remote device to evaluate, educate, and guide you through the steps to diagnose and resolve the issue. During your call, the technician will use their cursor to identify items of interest, circle buttons, and make annotations to help fix the problem quickly.

With SightCall,

81%

Of Companies

Improved their first-time fix rate and 69% improved time to resolution.

-(SightCall, 2019)

