



RTS



REMOTE  
TECHNICAL  
SUPPORT



**TIME**

Find out the solution in situ for a high percentage of incidents thanks to Bianna Recycling high qualified technical support.



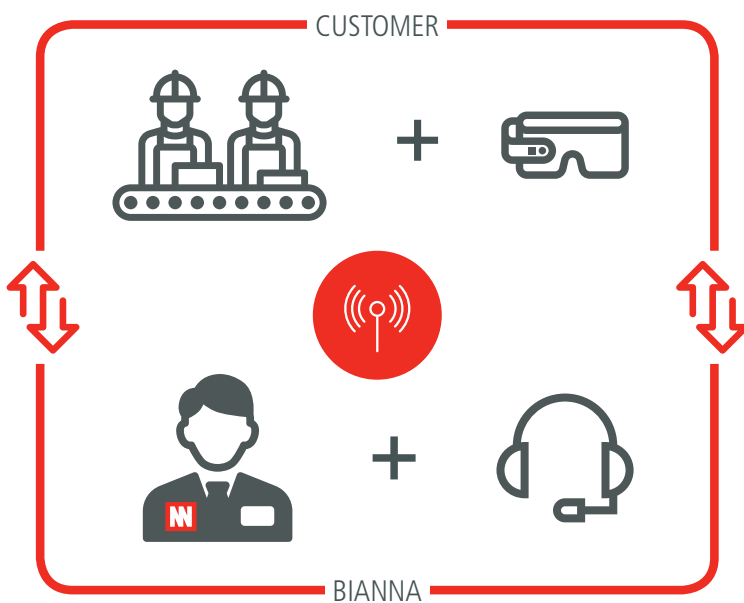
**COSTS**

Travel operating costs reduction in the resolution of incidents in situ.

Incidents  
coverage  
remote  
service

# NRTS REMOTE TECHNICAL SUPPORT

RTS Bianna Recycling service is specifically designed to provide a non-stop coverage to the client **24 hour a day, 365 days a year**. Because of incidents that may arise, Bianna Recycling wants the required resources to be always available and efficient in order to face and solve these incidents. How do we manage it? Thanks to our RTS glasses, a specialized technician can remotely view and solve incidents, reducing travel expenses and anticipating possible complications. **Shorter time, higher efficiency, better performance.**



**24/7**  
**365** / **475** €/month  
2018 applicable rate

## WHAT'S THAT ABOUT?

Innovating communications system for getting real time solutions and solve any incident that may arise in our client's facilities, supported remotely by a Bianna Recycling qualified technician.

## WHAT'S THAT FOR?

It provides an efficient remote support for any hard work to deal with. It reduces the machine downtime getting a better diagnosis and maintenance of the equipment while avoiding technicians to travel, and increasing the effectiveness of the after-sale service:

- Preventive maintenance
- Accurate diagnosis

## HOW DOES IT WORK?

RTS system allows an plant operator to be guided by a qualified Bianna Recycling technician.

Real-time data can be transmitted by a plant operator's smart glasses while a Bianna qualified technician can lead him to solve the incident from his computer.

## WHAT IS INCLUDED?

- Last generation smart glasses.
- 40 hours a year assistance service
- 4G LTE Router to generate mobile Wifi
- Assistance software license
- Hardware and software support



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