

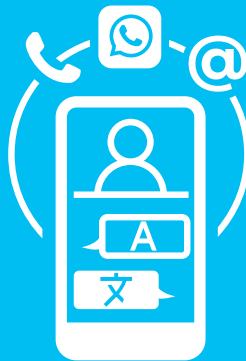


Remote Support

Innovation brings our expert support closer to you

Faster, better, more cost-effective

Remote Support is a service that provides technical, automation, and operations support to customers remotely via different communication channels like phone, email, text messaging, and visual assistant.



With a structure of 3 global hubs and a team of world-class experts ready to support 24/7*, it benefits our customers by minimizing production downtime, disruptions, and costs.

24/7* availability



Guaranteed response time < 1 hr



Multichannel support (WhatsApp, Visual Assistant, phone, email)



Multiple service packages



Text-to-text translation available in over 100 languages



Service reports



Reduce car and air travel by up to 10% (equivalent to 220,157 kg CO₂ reduction)



Reduce travel cost by up to 5%



Reduce travel time by up to 10%



Single entry point for all customers

How our customers have benefitted



11 minutes

Food and beverage producer, Americas

From a communication error in machine user panel to successful production restart.



3 hours

Drink and liquid food producer, Americas

From a non-functioning new sensor to correct wiring connections.



6 hours

Juice producer, Americas

From incorrect cap positioning, to discovering and fixing a faulty parameter.



Learn more here

Scan the QR code to go to www.terapak.com/remotesupport

*For Packaging and PS&E Automation. For Processing scope, support will initially be 24/5