



**BRÜCKNER
SERVTEC**

A Member of Brückner Group



BRÜCKNER ONE
DIGITAL SERVICE
PLATFORM





With Brückner Group's most helpful support, we have saved a lot of money. As a 'saying' goes: saving customer's money is just like saving money for yourself."

Liu Guangxin, Deputy Manager
Import and Export, Gettel Inc.



Your step into a bright future

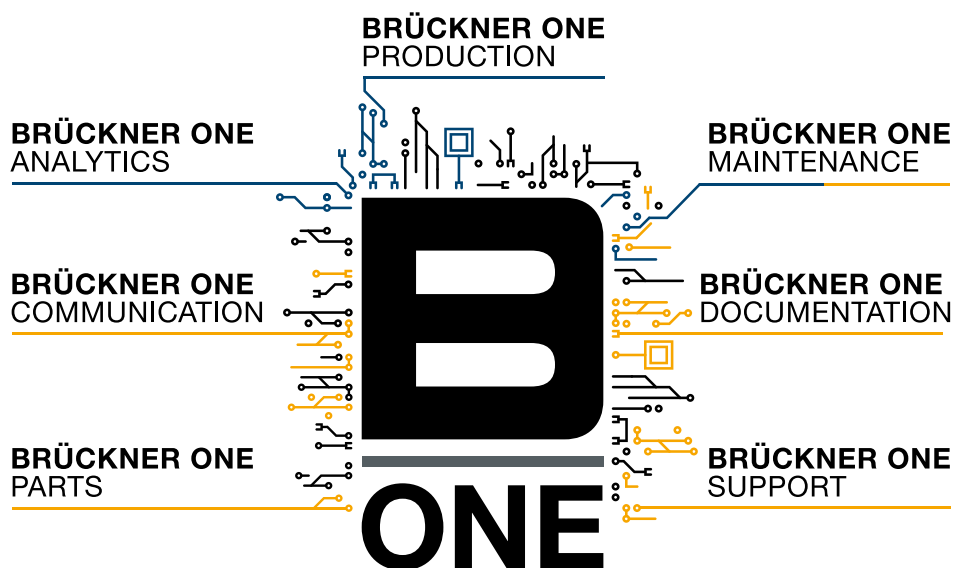
In the digital era we are tapping the great opportunities to support you with our new digital solutions, giving you access to our services at your fingertips.

As a single point of contact for the communication between machines, Brückner specialists and film manufacturers, **Brückner ONE** enables fast, efficient and lean service processes.

Brückner ONE marks the foundation of future service.



“**BRÜCKNER ONE** is the foundation of every remote service agreement.”



The entire **Brückner ONE** system is unique in the BO industry. It is a one-stop solution providing a digital service platform supporting all matters of the line and its operation: Such as service requests, spare parts inquiries, communication and line documentation to make your life easier.

BRÜCKNER ONE SUPPORT

For quick and flexible troubleshooting, the **Brückner ONE Support** module offers an advanced support handling system for technical service requests regarding electrical, mechanical and process support.

- Fast processing of the service request
- Quick clarification of open questions
- Direct exchange of data
- Safe and secure data connection

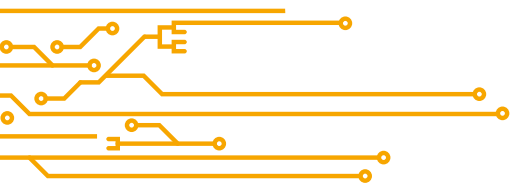


BRÜCKNER ONE COM

Brückner ONE Com allows the most flexible interaction between you and the Brückner service team.

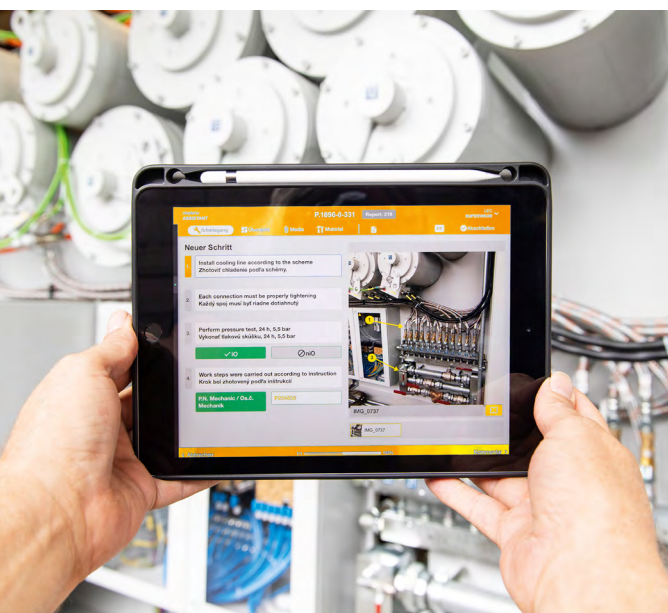
- Text, audio, video, photo, digital whiteboard
- Using mobile phone, tablet or PC
- Safe and secure data connection





As a single point of contact for the communication between machines, Brückner specialists and film manufacturers, **Brückner ONE** enables fast, efficient and lean service processes. **Brückner ONE** service products open the future for intelligent film production and grant customers comprehensive support for the digital transformation.

BRÜCKNER ONE PARTS



The **Brückner ONE Parts** module allows a rapid and simple identification and inquiry of film stretching line spare parts.

- Easy handling of spare parts inquiry
- Fast part identification
- Quick inquiry processing
- All information in one system

Access the spare parts catalogue from anywhere.
<https://parts.brueckner.com>



BRÜCKNER ONE DOCU



Brückner ONE Docu provides a paperless and simple to use online technical documentation of the film stretching line.

- Paperless (no physical storage needed)
- Easy navigation via tree navigation
- User-friendly and fast global search function
- Service and tutorial videos

Access the documentation from anywhere.
<https://docu.brueckner.com>

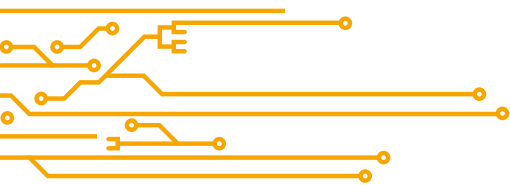


How to Get Brückner ONE

Brückner ONE is an integral part of every service agreement. It marks the foundation of future service and ensures you the highest line availability.

- Integral part of service agreements
- Tailored to match your needs
- Ready for future applications and enhancements

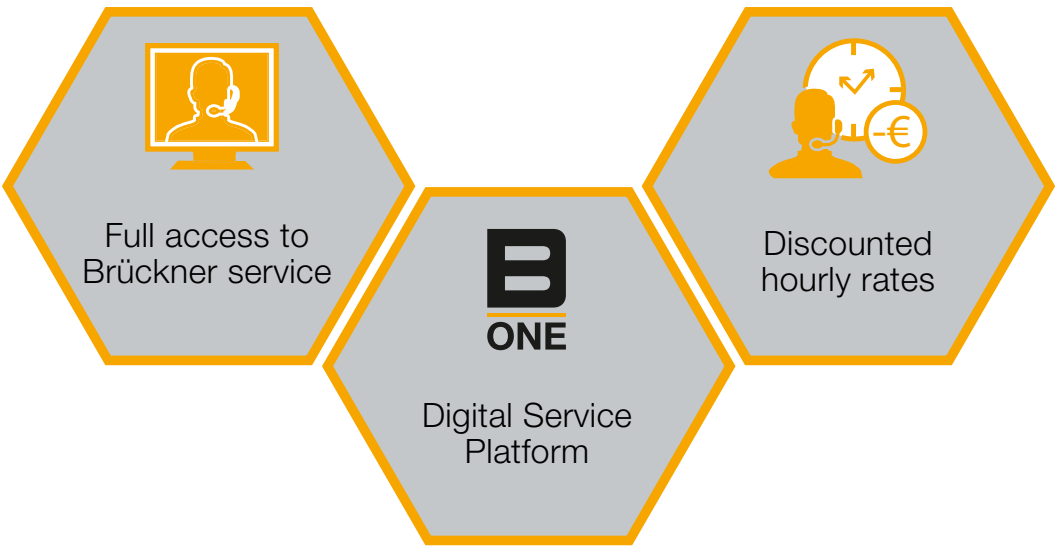




Service Level Agreement

SILVER

Your basis for comprehensive support: The service level agreement SILVER. Featuring access to all **Brückner ONE** features as well as the benefits of reduced hourly rates for service and support. It can easily be upgraded.

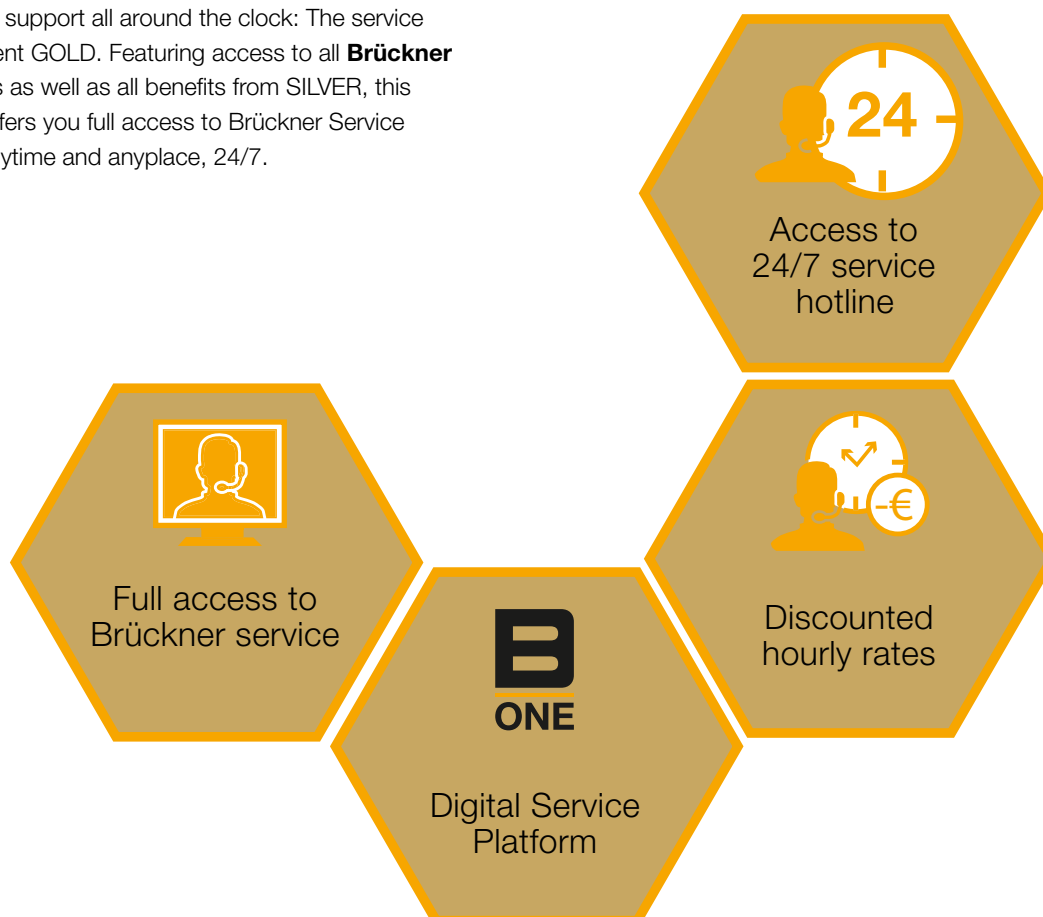


Simple transition from existing service contracts

Brückner ONE Digital Service Platform	Secured Remote Access	■
	Brückner ONE Support (incl. App)	■
	Brückner ONE Parts (App coming soon)	■
	Brückner ONE Docu	■
	Brückner ONE Com (incl. App)	■
Service Package	Office hours support – Discounted rate	■

Service Level Agreement **GOLD**

Full specialist support all around the clock: The service level agreement GOLD. Featuring access to all **Brückner ONE** features as well as all benefits from SILVER, this agreement offers you full access to Brückner Service specialists anytime and anywhere, 24/7.



Simple transition from existing service contracts

Brückner ONE Digital Service Platform	Secured Remote Access	■
	Brückner ONE Support (incl. App)	■
	Brückner ONE Parts (App coming soon)	■
	Brückner ONE Docu	■
	Brückner ONE Com (incl. App)	■
Service Package	Office hours support – Discounted rate	■
	24/7 Expert on Demand (EOD)	■

Digital service platform: part of each new service package

Service Level Agreement **PLATINUM**

Get the maximum out of your production: with the service level agreement PLATINUM. The allround carefree package including all benefits from SILVER and GOLD, this agreement comes with regular backup service and on-site audits by our specialists.



Simple transition from existing service contracts

Brückner ONE Digital Service Platform	Secured Remote Access	■
	Brückner ONE Support (incl. App)	■
	Brückner ONE Parts (App coming soon)	■
	Brückner ONE Docu	■
	Brückner ONE Com (incl. App)	■
Service Package	Office hours support – Discounted rate	■
	24/7 Expert on Demand (EOD)	■
	On-site audit (once/year)	■
	Access to FAQ database (coming soon)	■
	Backup service (line software, once/year)	■
	Performance Cockpit	■

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