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)
GERBERconnect™
Gerber’s remote device management system, GERBERconnect, allows authorized Gerber Service professionals to securely access your Gerber system to update software, detect system issues and troubleshoot them remotely, and provide assistance on operation. GERBERconnect represents a practical solution to remote system information management.

With GERBERconnect:

- Make it easy to monitor production whether you’re on site or working remotely.
- Create free, daily reports showing a usable view of system performance and throughput, eliminating the need to physically monitor each job.
- Automatically detect system defaults and be able to correct them before it affects production.
- Help schedule preventative maintenance visits based on your system usage eliminating unnecessary visits, ensuring peak performance and minimizing unexpected downtime.
- Provide critical system information to field service engineers to help them identify and correct issues.
- Ensure your data is not shared with anyone or used by anyone other than you.

GERBERconnect™ is available on the Gerber Paragon® and GERBERcutter® Z1.

Contact your local Gerber Service office for more details.
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