



INTERNET-BASED LASCO MAINTENANCE SERVICES

Real-time collaboration





REMOTE ASSISTANCE SYSTEM

Fast – save – efficient

Since 1998, LASCO has offered remote maintenance solutions that allow our service technicians to access the control systems of LASCO lines worldwide from Coburg. We offer a combined system for maximum safety and efficiency.

The system represents the technically superior alternative to conventional means of communication. Video stream and SmartGlasses enable bidirectional image and sound transmission from the first-person perspective as well as fast and direct troubleshooting by the technician on site.

This reduces downtime and ideally avoids production interruptions. The virtual support by a LASCO expert during the execution of the individual work steps significantly increases the quality of the measure. Furthermore, upcoming repair work can be prepared in a targeted manner.



Our video shows benefits and functionality of the Internet-based LASCO maintenance services.



Take a look at LASCO Remote Assistance.
Simply scan the QR-Code.

INTERNET-BASED LASCO MAINTENANCE SERVICES

LASCO machines and systems are characterized by high availability and operational reliability. In order to guarantee this in the long term, it is particularly important to us to offer our customers the fastest possible support and also to provide competent and cooperative assistance via the internet.

We offer our customers additional internet service with the following modules:

❶ REMOTE MAINTENANCE

Remote access to the machine control

Since 1998 already, LASCO has been offering remote maintenance solutions that enable our service technicians to access the control systems of LASCO lines worldwide from Coburg.

Prerequisites:

- ▶ Modem with internet/telephone connection
- ▶ S7 control or higher

Benefits:

- ▶ Access to the control level
- ▶ Online check/optimization of the software code

❷ REMOTE ASSISTANCE „SMART“

Use of the Internet-based LASCO maintenance platform

The „LASCO Remote Assistance System SMART“ represents the technically superior alternative to conventional means of communication. The video stream enables bi-directional image and sound transmission as well as the fast and direct search, detection and rectification of malfunctions via the customer's maintenance technology on site, accompanied by the LASCO expert in Coburg virtually.

Prerequisites:

- ▶ Mobile device with internet access, camera and microphone

Benefits:

- ▶ Data transfer of all common formats
- ▶ Video and chat function
- ▶ Documentation of service cases

❸ REMOTE ASSISTANCE „TURNKEY“

Use of the Internet-based LASCO maintenance platform

We offer you all the advantages of the „LASCO Remote Assistance System“ as a tailor-made turnkey solution. LASCO will identify the necessary hardware and software with you in advance. Our specialists will determine the position and required number of WLAN access points at your LASCO line to ensure a high-performance WLAN. **One package - optimum added value!**

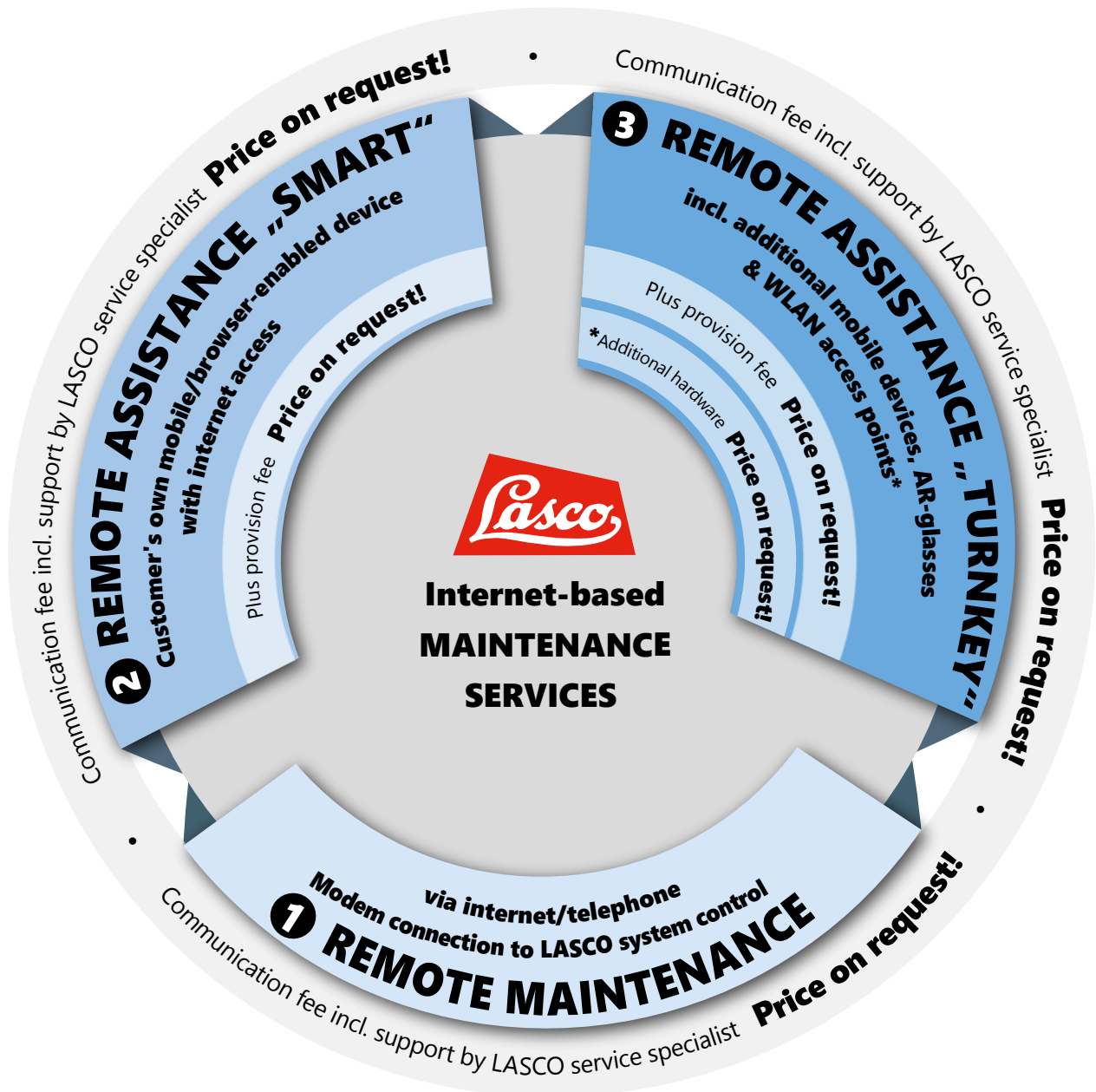
Prerequisites:

- ▶ Hardware and software included in the LASCO service package

Benefits:

- ▶ Turnkey solution (after having determined the requirements)
- ▶ Data transfer of all common formats
- ▶ Video & chat function supported by SmartGlasses
- ▶ Documentation of service cases

ALTERNATIVE MODULES 1 – 3



Contact us:

We offer the right application for every requirement.

Contact us, our specialists will be pleased to advise you.

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REMOTE ASSISTANCE SYSTEM

YOUR BENEFITS AT A GLANCE



QUICK RESPONSE TIME

Targeted and location-independent communication allows fast problem solving.



REAL-TIME MONITORING

Current work status of the service incident can be called up at any time due to continuous recording, regardless of location and business hours.



TARGETED TROUBLESHOOTING

Efficient troubleshooting through bidirectional communication via video and audio stream.



SECURE DATA EXCHANGE

Simple: Provide data via drag & drop. Hosting on German servers, exclusively secured channels.



FAULT ELIMINATION

Fault elimination through joint solution development between you and LASCO experts.



LESSONS LEARNED

Fast learning effect: Better understanding of the machine through joint troubleshooting and fault elimination.



COST SAVINGS

Cost savings are achieved by eliminating the need for on-site service calls for the elimination of clear fault patterns.



MAINTENANCE SCHEDULE

LASCO experts accompany maintenance measures, maintenance schedules can be processed jointly in real time.



FAULT DIAGNOSIS

Necessary on-site interventions for the elimination of complex malfunctions can be efficiently prepared by means of preliminary diagnosis.

CONTACT

HEADQUARTERS

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our company video!

Publisher:

LASCO Umformtechnik GmbH
Version 2.0 - 07/20

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