

HELP DESK MODULE

METEOROLOGY
Customer Service

HELP DESK MODULE

Our Help Desk team supports you whenever you need help. Who else should know your systems better than you and us, the original manufacturer? Our experienced service engineers and product specialists will take immediate action to investigate or diagnose your system issues. Remote tools like our maintenance software Ravis® and the long-term diagnosis tool Analyst® help them to quickly identify your system - live or via your provided log files.

YOUR BENEFITS

- Prioritized and direct knowledge from the OEM experts
- Support for hardware and software inquiries
- Remote diagnosis with Ravis® maintenance software
- Analysis of bite trends with Analyst® software
- R&D scientific support
- Active tracking of the product history
- English / German support language
- Simply what you need when you need it
- 24/7 available on special request

The help desk participation is minimum one (1) year.

CONTACT US

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