

Digital service offering proves its worth in the coronavirus crisis

Endress+Hauser has launched Visual Support to assist maintenance personnel remotely

Extraordinary times require extraordinary measures: For this reason, Endress+Hauser has released the Visual Support service application ahead of schedule during the coronavirus crisis. In the acute phase of the pandemic, customers were able to take advantage of the remote audiovisual support free of charge – and were enthusiastic about the possibilities of this innovation in the Endress+Hauser service portfolio.

Endress+Hauser has been driving digitization forward for years – in the product and service area, in customer interaction and in external and internal collaboration. In the coronavirus crisis, the development of powerful digital platforms and offerings has now proven its worth for customers and the company. “We can bridge the physical distance forced upon us by the coronavirus through digital and emotional proximity,” says Matthias Altendorf, CEO of the Endress+Hauser Group.

Service organization uses digital platform

This also applies to the service area. Travel restrictions and protective measures due to the coronavirus pandemic have made it impossible to use external service providers in many cases in recent weeks. In order to carry out critical service work related to instrumentation in a timely and appropriate manner, Endress+Hauser has taken the latest innovation in this area, Visual Support, from the pilot project phase to global rollout.

The Endress+Hauser service organization has been using the possibilities of a cloud-based platform based on the Salesforce customer relationship management system for some time. The Salesforce Service Cloud module enables completely new ways of serving the customer base. Now Endress+Hauser has integrated Visual Support into its support services portfolio, giving customers access to in-depth technology and product knowledge, including the guaranteed availability and response time from Endress+Hauser’s global network of technical experts.

250 service calls from a distance

The use of this technology for remote support enables audio-visual support for diagnosis and troubleshooting, commissioning and regular maintenance of field devices. With the help of live video transmission and screen casting, Endress+Hauser’s technical support team can work almost as if they were on site, helping customers in a reliable and flexible manner with their service tasks via remote access.

For ten weeks the service was free of charge for customers. During this time, more than 250 Visual Support sessions were conducted worldwide. “Customers have given us a lot of positive feedback,” says Franck Perrin, who heads the Endress+Hauser Group’s service organization. “They are enthusiastic about this new form of support and have experienced how Visual Support can save time and money.”



EH_2020_digitalization.jpg

Digital service offering: Endress+Hauser Visual Support helps customers remotely with service tasks.



EH_Visual Support.jpg

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The Endress+Hauser Group

Endress+Hauser is a global leader in measurement and automation technology for process and laboratory applications. The family company, headquartered in Reinach, Switzerland, achieved net sales of over 2.6 billion euros in 2019 with a total workforce of 14,000.

Endress+Hauser devices, solutions and services are at home in many industries. Customers thus use them to gain valuable knowledge from their applications. This enables them to improve their products, work economically and at the same time protect people and the environment.

Endress+Hauser is a reliable partner worldwide. Own sales companies in 50 countries as well as representatives in another 70 countries ensure competent support. Production facilities on five continents manufacture quickly and flexibly to the highest quality standards.

Endress+Hauser was founded in 1953 by Georg H Endress and Ludwig Hauser. Ever since, the company has been pushing ahead with the development and use of innovative technologies, now helping to shape the industry's digital transformation. 8,000 patents and applications protect the Group's intellectual property.

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