

WE'RE HERE FOR YOU



Brown is eager to announce our enhanced Remote Support Services Program. Providing top notch remote support isn't easy, so we've made numerous investments to ensure your experience with us is efficient and value-added. Benefits of the program include additional dedicated in-house staff to ensure quick response time and added tools that aid in the remote troubleshooting process. The program also offers the option of a dedicated remote service technician that gives you their undivided attention when you need it the most. This dedicated technician will

work **for only you** during your remote support event. Our highly qualified staff is armed with the latest technology, including an augmented reality app that allows us to see your machine in real-time. We can see exactly what you see. Contact us today to be confident you choose the package that best fits your requirements. When you need us, we will be here for you.

Remote Support Service Package Options:

Support Activity	Brown Remote Support Service			
	Standard*	Premium	Elite	Dedicated**
Weekday Phone Support (Non-Holiday)	x	x	x	
Off-Shift/Weekend/Holiday Phone Support		x	x	
Online Support via BMG Provided eWon		x	x	
Online Support via TeamViewer			x	
Online Support via Internal Customer VPN			x	
Vuforia Chalk (Augmented Reality App)		No-Charge Trial	x	
Focus Room (Dedicated Remote Technician)			Spec Rate	x
Direct Engineering Support (Non-Focus Room)			x	x

*Standard services provided with no subscription

** Dedicated services provided on as needed basis

Contact our Service Manager for more information:

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