









# Service PACK

### **All-in-one solution**

- Pellenc ST is reinventing the service approach with the launch of an all-in-one solution: the Service Pack. The Service Pack is a simple and comprehensive service aimed at increasing performance, while controlling costs.
- → It combines Smart Visits, personalised reports, supported by machine information, with standard maintenance, spare and wear parts, as well as 24/7 helpdesk assistance for any request.

## Service CONECT

#### **Solution Connectée**

- → **Service Connect** guarantees our customers the highest level of service, as well as the delivery of **personalised reports** and analysed information during **maintenance visits**.
- New for 2022, Pellenc ST systematically includes one year of 24/7 on-site and remote services with the purchase of a Mistral+Connect.



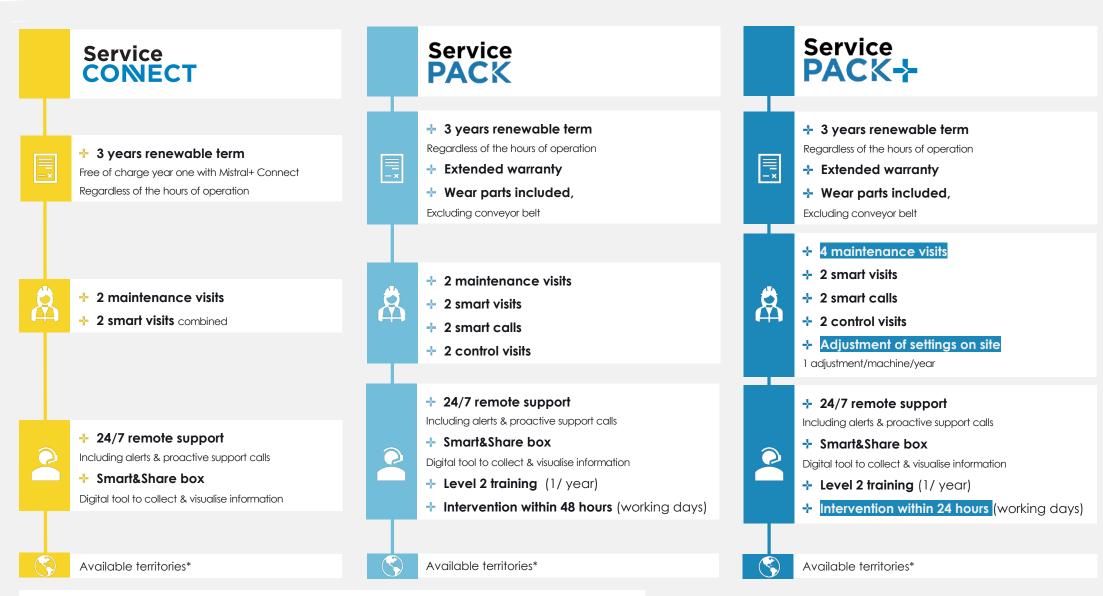
## 24/7 remote support

- Performed by local support engineers
- 90% call resolution rate
- New Smart alert monitoring
- New Proactive support calls

## **Local support**

- UK based Field Service Engineers
- High reactivity
- Local spare parts stock





(\*) France, Germany, Austria, Switzerland, UK, Ireland, Italy, Spain, Portugal, Benelux, Poland, Greece, USA, Canada, Japan, Australia.