



Connected & turnkey service package solutions to boost production performance





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.

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Service CONECT

Connected Solution

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



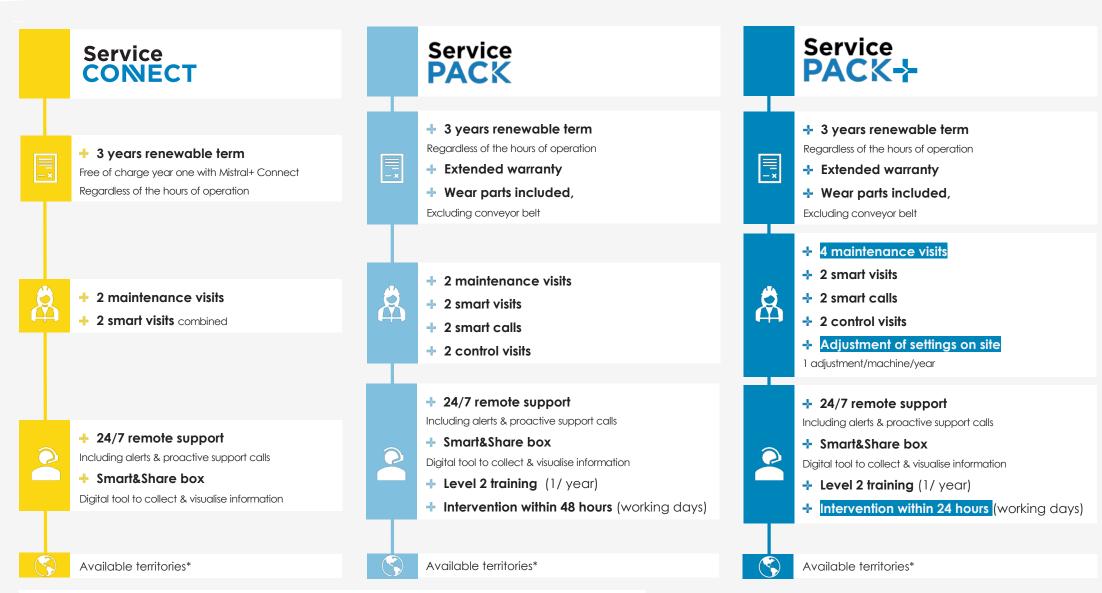
24/7 remote support

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

Local support

- Pellenc ST 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.