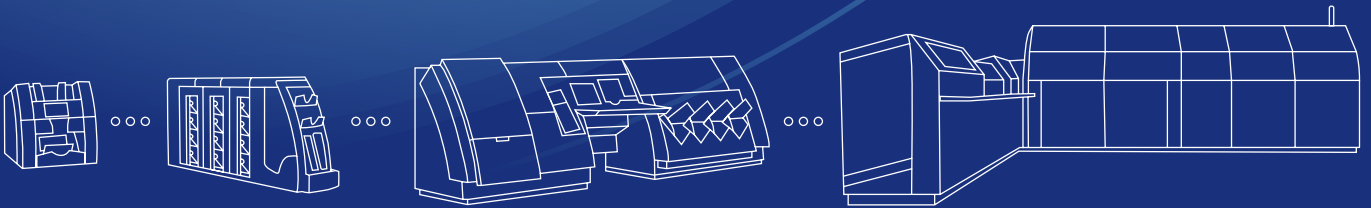




# Here to help G+D Remote Solutions



Servicing the whole range of G+D's processing systems, from tabletop value counters to cash center mainstays



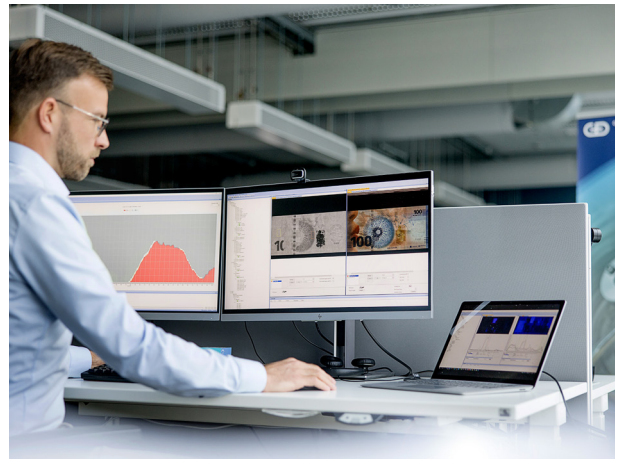
## G+D Visual Support



Fully secure video-based support that enables our in-house technical experts to offer services to our customers around the world. Our solutions are reinforced with augmented reality features (AR) and are completely compliant with all relevant data protection and tech security standards (including ISO27001-13).



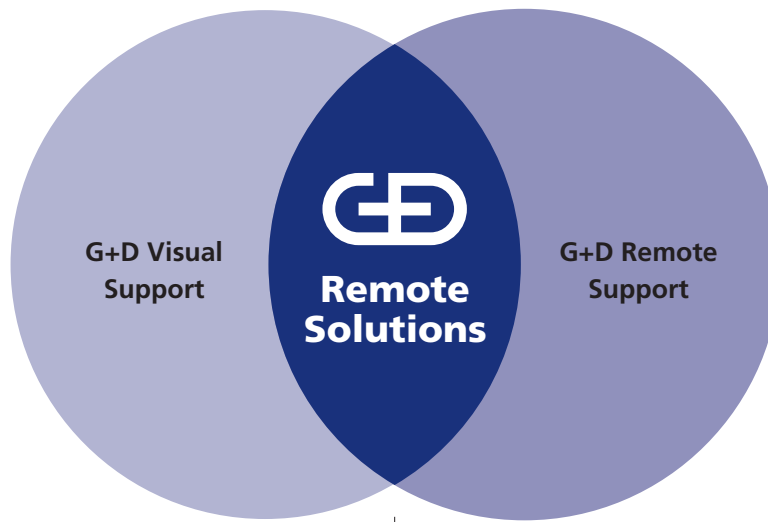
## G+D Remote Support



At the customer's authorization, a G+D technical expert takes charge of the machine via remote access, performing diagnostic, repair, and system update functions. On-site technicians are supported, minimizing system downtime. The customer retains control of all remote service activities through the built-in policy manager.



# Optimize your efficiency with our innovative support solutions



Let our in-house experts solve hardware problems in real-time, via AR-embedded, video-based support. Reduce downtime with swift guidance for faster troubleshooting, with more accurate diagnoses.

**Combined, G+D's Remote Solutions offer the best service. With visual and system access, our experts can work faster and even more efficiently to solve any issues that might arise.**

Swift, secure system analysis and maintenance, malfunction identification and repair, and software updates, done online at the customer's authorization.

## Our global customers include:



## Remote service solutions for our partners, from our experts

- ✓ **Faster resolution** Don't wait for support: dial it up when required. Our remote support shortens service times by guaranteeing rapid assistance and swift repair.
- ✓ **Minimize downtime** Realize the benefits of high system availability with our remote solutions.
- ✓ **Optimize support for on-site technicians** Fast and precise problem identification reduces the time to resolution. G+D's field engineers are trained to take efficient on-site actions.
- ✓ **Next-level security** Every process with Remote Solutions is based in G+D's own IT environment, including compliance with ISO regulations, and best-in-class third party verifications.
- ✓ **Take care of the customer** Let G+D and its network of partners take care of G+D machines. Nobody knows our machines like we do.
- ✓ **Beyond diagnosis and repair** Remote support is used in the installation of new systems, and can be called upon to help with training as well.