

## Hotline

International und permanent verfügbar



In the unlikely event that a fault occurs in a plant or system supplied by SSI SCHAEFER, our on-call service is available 24 hours a day, 365 days a year. Right from the start, you are talking to our expert engineers and product managers on the phone, and they will be able to provide detailed advice.

Thanks to the direct connection via VPN, our experts detect possible problematic issues from afar and resolve them for you. Should it prove necessary for engineers to come on site, their deployment will be initiated by fixed, defined escalation stages. Short response times are guaranteed at SSI SCHAEFER.

In addition, our preventative IT maintenance ensures that faults don't even occur in the first place: The systems are monitored permanently, and an engineer is notified immediately if critical parameters are exceeded. By using relevant statistics and reports, we give you a precise overview and facilitate a high level of traceability.

