



Powdea

OnlineCare services

Masters of ingredients



Tech support

We offer the best technical support in the industry and respond quickly to all customer needs.

Take advantage of the partnership and the continuous support of flexible service

24-7 Support you are covered

Even the best equipment in the best factories breaks down sometimes. Uptime is vital to your business, because while it generates revenue, it also ensures on-time deliveries to your customers. By signing up for our OnLineCare™ service, you get instant access to expert knowledge and online help 24 hours a day, 365 days a year, so your business can run full time.

BENEFITS

- Online support through a remote connection to ensure the availability of production
- Expert information about your system and devices
- Help around the clock if needed
- Real-time troubleshooting in technical matters
- Fast response time
- Expert support for questions related to hardware and software
- Peace of mind when production is secured

The Powdean OnLineCare™ and HelpDesk service is provided by the experienced Powdean engineering team, who know our equipment inside out and are thus able to provide first-class technical support.

Do you want to know more about the benefits of our 24/7 support?

Contact Tuomo Kousa, CEO and entrepreneur of Powdea



OnLineCare™

Remote support
service

24/7 remote access to your equipment

- ✓ **We ensure trouble-free operation of your equipment with the Powdea OnlineCare™ maintenance service**
- ✓ **24/7 hotline contact also outside office hours**
- ✓ **With the help of a remote connection, we can display the status of your equipment in order to investigate and solve the problem**

Benefits

- Access Powdea's 24-7 online and phone support
- Own HotLine number maintained by the Powdea engineering team
- Remote access with secure VPN login to customer systems for troubleshooting
- Detailed hotline report

Advantages:

- Help around the clock
- Online support to ensure usability
- Knowledge of your system and equipment
- Quick answer
- Troubleshooting in technical matters
- Expert support for hardware and software issues

Hotline

Remote support

- When you need urgent expert help
- Online fault diagnosis using a remote connection
- 24/7 emergency service



ProHelpDesk

TECH SUPPORT

- Non-urgent support requests and spare part inquiries during office hours
- Access to expert support from Powdea's engineering team
- With the 24/7 ticket service, you can leave us a support request at any time



Powdea OnlineCare™

	EASY	COMFORT	PRO
24/7 Call Center for service requests	Included	Included	Included
24/7 Online Ticket service	Included	Included	Included
Hotline for emergencies	Mon-Fri 7-17 billing after office hours	Mon-Fri 7-17 billing after office hours	24/7
Prioritized Specialist availability	N/A	Included	Included
OnlineCare™ features	12 h/year Tech support, adjustments, trouble-shooting, software updated. IT-support by telephone/online access	24 h/year Tech support, adjustments, trouble-shooting, software updated. IT-support by telephone/online access	36 h/year Tech support, adjustments, trouble-shooting, software updated. IT-support by telephone/online access
 Pro HelpDesk. Powdea engineering team's tech support and spare part service	Included Mon-Fri 7-17	Included Mon-Fri 7-17	Included Mon-Fri 7-17
 24/7 Pro HelpDesk ticket service	Included	Included	Included

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