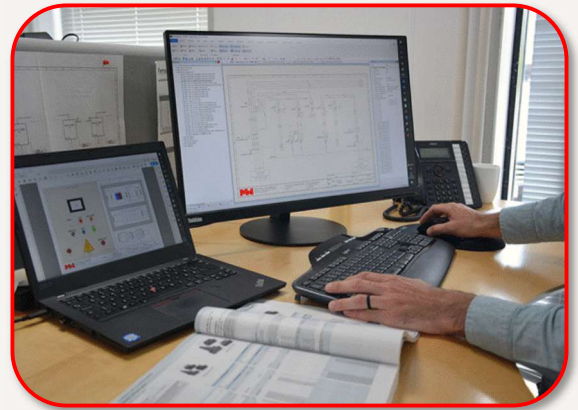


Online Field Service.



An alternative to conventional field service

Modern technology can offer solutions that have proven their convenience and efficiency, also in times of social distancing and travel restrictions. During the global pandemic Mark & Wedell has successfully implemented new online procedures for commissioning, technical support and training services. We expect that the recent shift to online service will to some extent continue even post-pandemic.

How does it work?

Mark & Wedell field service engineer performs remote guidance (from our office) of the customer's operators or maintenance workers using cell phones, tablets or laptop computers via Teams, Skype, WhatsApp or similar applications. Based on the visual observations, noise patterns, instrumental readings, etc. as well as the dialogue, we are normally able to verify the installation, identify possible defects or simply train the staff in operation and maintenance tasks. In addition, we can offer remote surveillance services using modem connection.

What's the benefit?

Online service is easier to arrange and it cannot be hindered by possible travel restrictions. Further advantages for the customer are reduced costs and shorter response time. Our service engineer has access to design drawings and can get support from other in-house engineers and experts. Production of replacement parts (if needed) can be initiated immediately.

Interested?

For further details or to book online field service please visit <https://mark-wedell.com/contacts/>

Contact us directly.

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