



TELEASSISTANCE HOTLINE BBM

**TO SOLVE THE PROBLEMS
OF THE LINE
IN A SHORT TIME**



Dedicated **DIRECT** number
+39 342 0920549

Whatsapp [+39 342 0920549](https://wa.me/393420920549)
Telegram [@HotLineBBM](https://t.me/HotLineBBM)



BY YOUR SIDE IN PACKAGING

BBM presents **the new remote assistance HOTLINE service**, designed to ensure the best possible result in terms of assistance and a restart of the line in a short time. **A further step to solving remotely any malfunctions of the lines.**



The main advantage of the new HOTLINE service is **totally dedicated assistance**, aimed at understanding the customer needs in terms of spare parts and technical skills. The BBM HOTLINE aims to avoid the intervention of an external technician, **with consequent cost savings.**

In addition, we guarantee the assistance of personnel dedicated **exclusively** to the customer's problem and specialized in different kinds of machines.

**CUSTOMIZED
PACKAGES**

**QUICK AND
DEDICATED
RESPONSE**

**REDUCED
DOWNTIME**

COST SAVINGS

How does that work?

You can contact the BBM Service HOTLINE assistance by phone at +39 342 0920549, via Whatsapp or Skype, reporting your Teleassistance Hotline identifier to allow registration and opening of the ticket.

Within 120 minutes of reporting, BBM's dedicated staff will respond with all the necessary information to resolve the problem as quickly as possible.

At the end of the intervention, a summary e-mail will be sent to the customer with the date and duration of the intervention, based on half an hour time-spans.

The service is active Mon-Fri from 7.30 am to 6 pm, as well as on Saturday from 8 am to 1 pm.



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How does that work?

Why is HOTLINE support **more effective** when carried out on digital platforms such as e-mail, **WhatsApp**, **Skype**, or **Telegram**?

- These applications allow you to easily exchange photos or live videos for a clear view of what is happening on the machine and avoid **misunderstandings** with the dedicated HOTLINE technician.
- Current messaging systems allow you to exchange files, written procedures, manuals, and data sheets for solving the problem.

If available, BBM Service has experience in support by devices such as **Google Glass**.



Remote Support

Quickly troubleshoot issues via remote access to your machines

Upon request and after verification of our HT system, we can support the customer remotely **directly** – via **remote connection** – or **indirectly**, via PC Service. For this purpose, we mainly use two **devices**:

1. Security Router for Support Guide

Connects to the corporate network via ethernet cable

2. TP-Link

More flexible, it connects to the WiFi network also from Hotspot from your mobile phone, for an even greater degree of security

REMOTE CONNECTION

After installing our WIFI support at your location, we can connect to the PLC or HMI of the machine, follow you live or act remotely to solve the problem. For this purpose, contact live via digital platforms is essential

PC SERVICE

A portable instrument, customized with all the software and cables necessary for the remote connection of different types of PLC and HMI. Together with the PC Service, a laptop bag and a set of tools will be provided



The BBM offer

For customers who have not yet taken out HOTLINE remote assistance packages, the remote assistance service provides a fixed connection fee of **€ 30**, while the hourly rate valid Mon-Fri is **€ 85**. On Saturdays, the hourly rate valid is **€ 105**.

A solution that already guarantees significant economic savings compared to the intervention of a technical operator on site. What? Let's see a practical example!

An economic saving of 60% and with minimal production downtime

The preparation and transfer time of a technical operator to the customer's premises **can take up to 24 hours** and depends on availability. Why would you wait? With the BBM HOTLINE, **assistance is immediate**

Cost Comparison

On-site technician vs remote assistance hotline

Example: customer in Florence calls for problem on filling machine

SOLUTION A – URGENT TECHNICAL REQUEST	
BBM technician for 2 days (10 hours)	1000,00 €
KM – 710 Km round trip	497,00 €
Return highway tolls	50,00 €
Board and lodging of the operator	240,00 €
Production downtime	to be evaluated
TOTAL	1.787,00 €
SOLUTION B – HOTLINE	
Connection fee	30,00 €
Rate/h for problem resolution and line restart in 8 hours	680,00 €
TOTAL	710,00 €

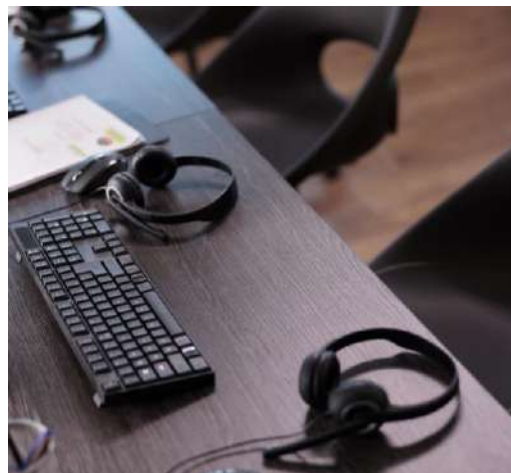
BBM remote assistance packages

For an even more cost-effective solution, the customer can choose from our HOTLINE remote assistance packages. All packages guarantee a **priority line** compared to customers without HT.

Offers are based on a ticket system; each ticket corresponds to a half-hour of intervention or remote access request.

The duration of the intervention will be calculated by counting the half hour, to be more flexible to the average time required for the resolution of a problem.

In addition, with the subscription to the package, **you never pay the connection fee.**



SILVER PACKAGE 20 TICKET

~~850,00 €~~

765,00 €

10 HOURS HOTLINE.

SINGLE RATE € 85 / HOUR

DISCOUNTED BY 10%



GOLD PACKAGE 40 TICKET

~~1700,00 €~~

1445,00 €

20 HOURS HOTLINE.

SINGLE RATE € 85 / HOUR

DISCOUNTED BY 15%



PLATINUM PACKAGE 60 TICKET

~~2550,00 €~~

1912,50 €

30 HOURS HOTLINE.

SINGLE RATE € 85 / HOUR

DISCOUNTED BY 25%

Hotline BBM: THE ADVANTAGES

At the service of your project



Cost savings

HOTLINE remote assistance avoids on-site technician intervention and associated costs



Immediate assistance and precise instructions

We intervene quickly even on plants far from the BBM service center, supporting the operator on site and ensuring minimized downtime



Customized solutions

The customer can choose the package that best meets his needs, saving on the connection fee and benefiting from discounts based on the ticket number



Turnkey assistance

Thanks to direct or indirect remote access, BBM will be able to detect and manage the fault in cooperation with the customer

With the remote assistance **HOTLINE** of BBM Service we found ourselves really well; after connecting the machine to Wi-Fi, the intervention was immediately successful.

”

Dario Busso,
Maintenance Manager

He contacted BBM for a HOTLINE intervention on a shrinkwrapper for problems with the serial and components with inverters and temperature controllers. The BBM Service has solved through the setting parameters and checks on possible future changes

Monge & C. Spa
MONGE



THANK YOU.

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