



Bühler is your solution partner anywhere, anytime. RemoteCare adds the possibility to service you in times of unprecedented break-downs, increasing uptime and securing operation 24/7. In this rapidly changing world, we are here to support you remotely, round-the-clock, to meet your business needs without the need to travel to your site. Along with continued high-quality support, together we partner to additionally save on travel time, costs and CO₂ emissions.



2h x 24/7

Expert response within 2h, round the clock



Up to + 5%

Increase equipment availability



Up to - 30%

Save travel cost and CO₂ emission



150 years

On-job knowledge sharing

The RemoteCare service is aimed to keep your production running 24/7, with minimal downtime and swift handling of unforeseen break-downs. To aid this efficiently, our regional specialists will support you on the first level within a maximum of 2-hour response time. If a case escalation is needed, the business headquarter specialists will be involved quickly and provide specialized support on the second level.

*2h response time is depending on contractual terms and conditions



RemoteCare

Light

Increase your uptime and save your cost

Anytime

Secure your availability, fast and 24/7

Pro

Professional care of your operation 24/7

Access to qualified Bühler specialists	•	•	•
Remote support during working time 8 am - 6 pm, Monday-Friday	•	•	•
Remote support during non-working time 24/7, 365	—	•	•
Priority response	•	•	•
Summary report	•	•	•
Dedicated case manager	—	—	•
Monthly consultation	—	—	•
Remote automation connection	•	•	•
Remote support software	•	•	•
Remote support AR glasses BühlerVision	○	○	○



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