

AIRe Link in action

MICHAEL KLYM'S SUCCESS STORY

Production Systems Specialist / Konica Minolta Canada



Overview

Production Systems Specialist, Michael, is part of a small team of technicians who look after production and industrial machines for Konica Minolta Canada. Due to their location in a large province in Canada, he and his team previously had to drive a long way to fix customer issues.



Problem

Machine downtime is expensive. As Michael's customers are often in the Print industry, they can't afford to wait for Michael to arrive on-site. One particular customer had an issue with their label printing machine but was based over 200km away. The customer had the correct parts to fix the problem but, crucially, didn't have the knowledge they needed to replace it themselves.



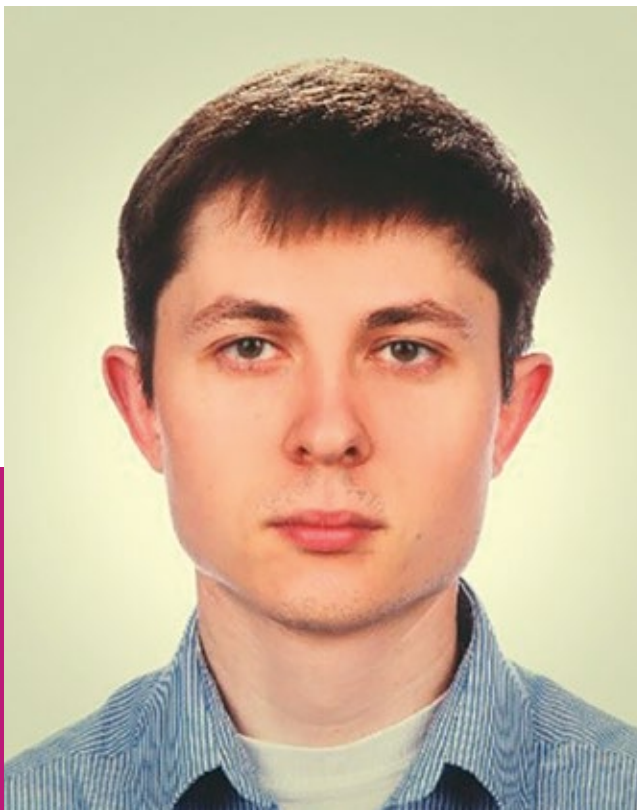
Solution

With the help of AIRe Link, Michael was able to guide the client step by step remotely. He took them through the process of preparing the machine for replacement and then showed them how to perform the replacement themselves, all from 200km away.



Results

The problem was fixed remotely and the customer could continue their work straight away. The guided fix only took 32 minutes to complete, so the customer was very pleased that they didn't have to wait for an on-site technician to arrive. Following this experience, the customer said they'd be keen to use AIRe Link again if need be.



Head to the AIRe Link blog to find out more about how Michael's team uses AIRe Link to fix customer issues. Or, if you're ready to discover the benefits of AIRe Link for yourself, book a demo now.

Giving Shape to Ideas