

natec
NETWORK

CUTTING EDGE IN EQUIPMENT SERVICE

Natec Network direct – the flexible digital service business model ensures a quick response time to your service request.



Service

direct

NATEC NETWORK AT YOUR SERVICE

Natec Network direct is a customer-oriented, flexible business model that organises service processes quickly and reliably. Well-trained and motivated employees ensure that the agreed services are fulfilled in terms of content and time. You receive first-class service from our experts, either via remote support, via a **Natec Network** app or personally on site.

Our network with its subsidiaries located in different time zones, work hand in hand to deliver a near continuous uninterrupted service. We invest in each customer from familiarisation with a new system, through sharing optimisation possibilities, up to the improvement of the Overall Equipment Effectiveness (OEE) through monitoring and tracking of the equipment data.



Technology for the finest

You produce high quality food. We support you with innovative, powerful technology, the right equipment and a comprehensive range of services. We are specialists in the development and engineering of machinery and plants for production, processing and packaging of food. Best of all you get all the equipment for your production lines from one source.

What you get

Natec Network direct connects you and your equipment with our network around the world.

» NATEC NETWORK SUPPORT

When you create a service request, it is processed by the **Natec Network** ticket system. We provide a near continuous uninterrupted service by the co-ordination between our strategically located global service centres to take care of your service request.



The servers are hosted in Germany providing safety and security for all data.



direct
central
server



direct
controller



direct
cockpit
web

direct
core

direct
conference



» CUSTOMER SITE

Requesting service support is easy. The operator or maintenance technician simply make contact with the **Natec Network** service via our **core** app.

Then the **Natec Network** service jump to action addressing the need, by contacting the equipment itself and/or the creator of the service request via digital media.

direct

Your benefits

- + Fast centralised service support
- + Secured remote access
- + Customer controlled connection
- + Single point of contact by ticketing system
- + Reduced service visits on site
- + Local & mobile access on equipment health conditions
- + Quick analysis & diagnostics possibilities

GREAT PARTNERSHIP



In conjunction with our fee-based / bookable live service packages, our app offers you even more information:

- » Convenient access to relevant equipment data and condition monitoring at any time – everywhere
- » Live monitoring of equipment function and performance
- » Fault messages
- » Equipment documentation
- » Conferencing free of charge direct on the equipment

Natec Network direct core & direct conference apps are available for iOS and Android.



Tools

Hardware



The **Natec Network direct controller** uses a single-board computer equipped with a Linux distribution (CentOS) as operating system for the usage in industrial environments. The device establishes the connection between the equipment and the internet to allow for remote access.

Software & apps



With **Natec Network direct cockpit**, a complete remote maintenance infrastructure can be implemented, enabling secure interaction between machine operators and machine manufacturers. Machine operators create service requests, can get access to digital documentations and record all activities around their equipment.



With the **Natec Network direct core** app you get mobile access to the most important KPI's of your equipment, technical documentation as well as information on current service requests or creation of new ones.



The **Natec Network direct conference** app enables audio and video conferences, exchange of text messages and images between the mobile device and the Conference Centre as well as whiteboard functionalities within the equipment WiFi.

Service bundles

For further information contact

» service@service.natec-network.com

Regardless of your stage of business or needs, we have a bundle to fit.



TIMING

Monday to Friday 8.00 am to 12.00 am
CET, not on holidays in Germany & USA

RESPONDING

First level reaction time

DOCUMENTING

Online documentation

FILING & RECORDING

Digital plant file

TICKETING

Clear request tracking

PROVIDING

Online remote servicing scope

ASSISTING

Support with operation & training on demand

CHECKING

Online equipment check

CONFERENCING

Conference centre over
Natec Network direct cockpit

Conference centre over
Natec Network direct conference app

SCHEDULING

Announcing necessary maintenance circles

TRACING

Monitoring of equipment parameters & settings over **Natec Network direct cockpit**

OBSERVING

Monitoring of defined equipment KPIs over **Natec Network direct core** app



Train

direct
eco

direct
plus

direct
pro



8 h

4 h

2 h



300 min
per year

600 min
per year

flat

Billable

60 min
per year

120 min
per year

Billable

1 check
per year

2 checks
per year



Outlook

Outlook

Outlook



Available from Q1 2022



Available from Q1 2022



Outlook

Outlook

Outlook



Hochland Natec GmbH, Gold Peg International Pty Ltd and Natec USA LLC joined forces to form an international network of food processing companies – the **Natec Network**. Always team spirited and leading in flexibility, quality, and innovation the network delivers customised equipment and production lines for key challenges in food processing and at every stage of business development. In order to meet the customers' requirements, even at the start of a project, the network uses its own specific service framework which combines extensive experience and professional expertise along with a drive for innovation.

The result is technology and support that is crucial in contributing to the value and development of our customers in the food production industry. The love of generating and implementing cutting edge ideas with great impact, as well as the willingness to tailor technology that can exceed the customer's targets, lets the **Natec Network** always strive to unlock business and human potential in a sustainable way with integrity – and thus be a partner who provide more than just technical infrastructure.

» www.natec-network.com



Explore online

natec

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