GERBER
CONNECT

STAY SMART. GET CONNECTED.

INTELLIGENT REMOTE SERVICES

GERBER SERVICE
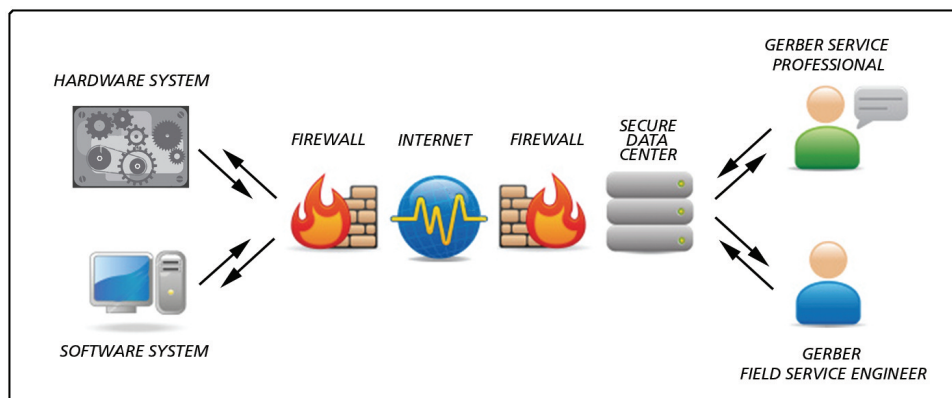
Introducing the GERBERconnect System.

GERBERconnect™ offers a proactive support package to help you maximize uptime and productivity. A secure connection between your system and Gerber Service provides interactive remote diagnostics. GERBERconnect enables Field Service Engineers and Gerber Service Professionals to diagnose systems in real time, remotely providing you with fast and effective service and support.

> This offering adds to Gerber's long standing reputation as the industry leading service provider. GERBERconnect allows us to support your systems without affecting productivity.

What is GERBERconnect?

GERBERconnect consists of multiple components which provides a secure connection for troubleshooting systems. This solution provides Gerber Service visibility to continuous health status of systems, as well as remote desktop access.

- If your system needs support, a Gerber Service Professional is the first line of defense.
- Calculations and pre-set thresholds determine if your system exceeds normal range of operation or needs service.
- Trained personnel determine the severity of the issue and attempt to remotely diagnose the problem.
- If additional support is needed, an on-site visit is scheduled.

Maximize Uptime and Productivity
- GERBERconnect increases your system uptime by providing improved service response, leading to greater efficiencies and increased productivity.

Improved Visibility and Reporting
- GERBERconnect provides visibility of your system version to help ensure you stay up-to-date with your systems latest features.
- Gerber Service remotely detects faults in your systems and can provide training through a remote connection to help get you up-to-speed.

Enhanced Preventative Maintenance
- GERBERconnect automatically schedules PM visits based on system usage ensuring peak performance while minimizing unexpected issues.
- GERBERconnect provides PM service when it's needed, eliminating pre-determined and unnecessary visits.

Faster Recovery
- Stored machine backup config and setup files allows for easy repairs.
- GERBERconnect helps Field Service Engineers narrow down issues and provides them with system information they normally have to ask for.

How does it work?
GERBERconnect is a Remote Device Management system, enabling authorized Gerber Service Professionals to securely access your Gerber system for the purpose of:
- ☑ Proactive fault detection
- ☑ Enhanced (remote) troubleshooting
- ☑ Uploading available software enhancements
- ☑ Providing assistance on system operation

Security
Built-in intelligence to the GERBERconnect system includes a preprogrammed action that sends system messages to a secure data center. Since the software agent initiates communication it works through network securities already in place, such as firewalls and proxy servers. No change in IT security is needed to support remote services.

Benefits of GERBERconnect
- Faster call resolution resulting in reduced downtime
- Leveraged technical expertise on a global scale
- Optimal scheduling of on-site repair visits
- Base software and software enhancement options can be installed at your convenience

Why an Axeda Partnership?
GERBERconnect was developed in partnership with Axeda® Corporation, a leader in Device Relationship Management solutions.

- The only Remote Service Application to receive the VeriSign® Security Certification
- They have 11 patented innovations for the most deployed install base in the Industry
- They deliver solutions that drive competitive advantage and create lasting value

Specifications:
GERBERconnect operates on Microsoft Windows XP, Vista and 7.

Three components include:
1. A Software Program which is installed on your system.
2. A GERBERconnect data center which resides at a secure location.
3. A Web Portal which allows Gerber Service Professionals access to your system.

System Overview and Security White Papers available for more information.

GERBER SERVICE

Americas
Mexico: Mexico City, Torreon
USA: Los Angeles, California; New York City, New York;
Dallas, Texas; Tolland, Connecticut

Asia Pacific
Australia: Melbourne, Sydney
China: Bejing, Guangzhou, Shanghai
Hong Kong
India: Bangalore
Singapore
Vietnam: Ho Chi Minh City, Hanoi

Europe
Belgium: Brussels
Denmark: Ikast
France: Paris
Germany: Munich
Italy: Milan
Morocco: Casablanca, Tangier
Portugal: Porto
UK: Manchester

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