

“Virtual In-Plant” (VIP) Tech Support

“Virtual In-Plant” Technical Support (VIP Tech Support) is a valuable tech tool that will cut lost production costs related to equipment malfunction or operational issues for which outside technical assistance may be required. Rather than lose hours or days of production time awaiting on-site service, VIP Tech Support “*virtually*” puts expert Braner/Loopco technicians and engineers *with you, on-site in your plant*, anywhere in the world to quickly resolve operational or equipment issues.



▲ *Communicating verbally and visually to resolve an issue in a plant 3,000 miles away.*

With real-time two-way audio and visual communication, production time lost exchanging phone calls, e-mails, and photographs, or time lost to scheduling an on-site service trip can be avoided. VIP Tech Support puts our expert technicians and engineers at your side in your plant anywhere in the world in minutes.

Utilizing SKYPE, a popular free internet video conferencing resource and your smart phone, you can actually show us your equipment or operational issue in *real-time* while you explain your issues. Real-time two-way streaming video conferencing between your smart phone and our video conference apparatus puts our expert technicians at your side and in your plant where together we can see your equipment as we diagnose trouble and help resolve your operational issue.



A smart phone is employed on-site for real-time audio and visual internet communication between persons servicing the equipment and a Braner/Loopco VIP Technician. Here a VIP Tech is instructing and monitoring installation of Uncoiler expanding drum components from his desk at Braner/Loopco.

From Braner/Loopco’s office, a VIP Tech can watch work being done while communicating instruction and advice in real-time. Our VIP Tech is “*virtually*” on-site at your side via real-time audio and visual internet communication.

VIP Tech Support is the 21st century way for Braner/Loopco to help customers save time and money with instant access to the best technical support in the industry.



Braner USA, Inc. ♦ 9301 West Bernice Ave. ♦ Schiller Park, IL 60176-2301 USA
Phone: [847] 671-6210 ♦ Fax: [847] 671-0537 ♦ E-mail: branerusa1@braner.com