



# DRIVELINK

## WHAT?

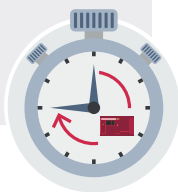
- ON SITE DIAGNOSTICS
- REMOTE ASSISTANCE & ADJUSTMENTS

## HOW?

- EASY INSTALLATION
- VIA APP/SMARTPHONE
- ONLY WIFI/4G REQUIRED
- SAFE & APPROVED



**Global support via remote services**



**Less downtime**



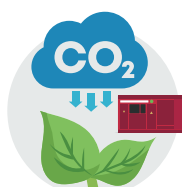
**Higher first time fix rate**



**No travel(time) with remote fix**



**Plannable downtime with temporary fix**



**Less CO<sup>2</sup>**

Drivelink is a remote services platform which enables end users to diagnose equipment locally or provide remote access to a Dieseko Group remote support engineer. DriveLink is characterized by a short installation time (< 30 minutes), clear features and benefits and a pay-per-use cost structure.

## LOCAL USE

A local operator can connect directly to DriveLink-equipped machines with his smartphone. Once connected, the local operator can perform diagnostics or optimize equipment parameters. This connection is end-to-end secured. Only authorized operators can access the DriveLink platform.

## IF YOU NEED ASSISTANCE

With DriveLink, global product support is easier than ever before. DriveLink only requires a 4G or Wi-Fi signal to connect local operators to a Dieseko remote support engineer. A remote session is made up of 4 steps:

### 1. Connection request

A connection request is sent to the end user. This important safety feature ensures all connections are only made with the approval of the end-user.

### 2. Connection established

Once accepted, data can be exchanged through an end-to-end secured connection.

### 3. Diagnosis

Depending on the situation, a detailed diagnosis can be made, or a workaround can be installed, postponing the final fix to a more convenient moment.

### 4. Follow up

In most cases, travel to the equipment site is no longer required. If physical assistance by a Dieseko service engineer is required, our service team is standing by 24-7 to assist you at job sites all around the world.

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## FEATURES & BENEFITS

No matter if you're an operator, material manager or business owner, DriveLink offers benefits across the range:

- **On site diagnostics**

You can diagnose your equipment locally via a smartphone as an equipment operator. No laptop or diagnostic equipment is required!

- **Global support**

With DriveLink, a Dieseko remote support engineer is available to support your global operation.

- **Higher Overall Equipment Effectiveness (OEE)**

Adequate specialist support and plannable downtime will optimize OEE.

- **Lower your exploitation costs**

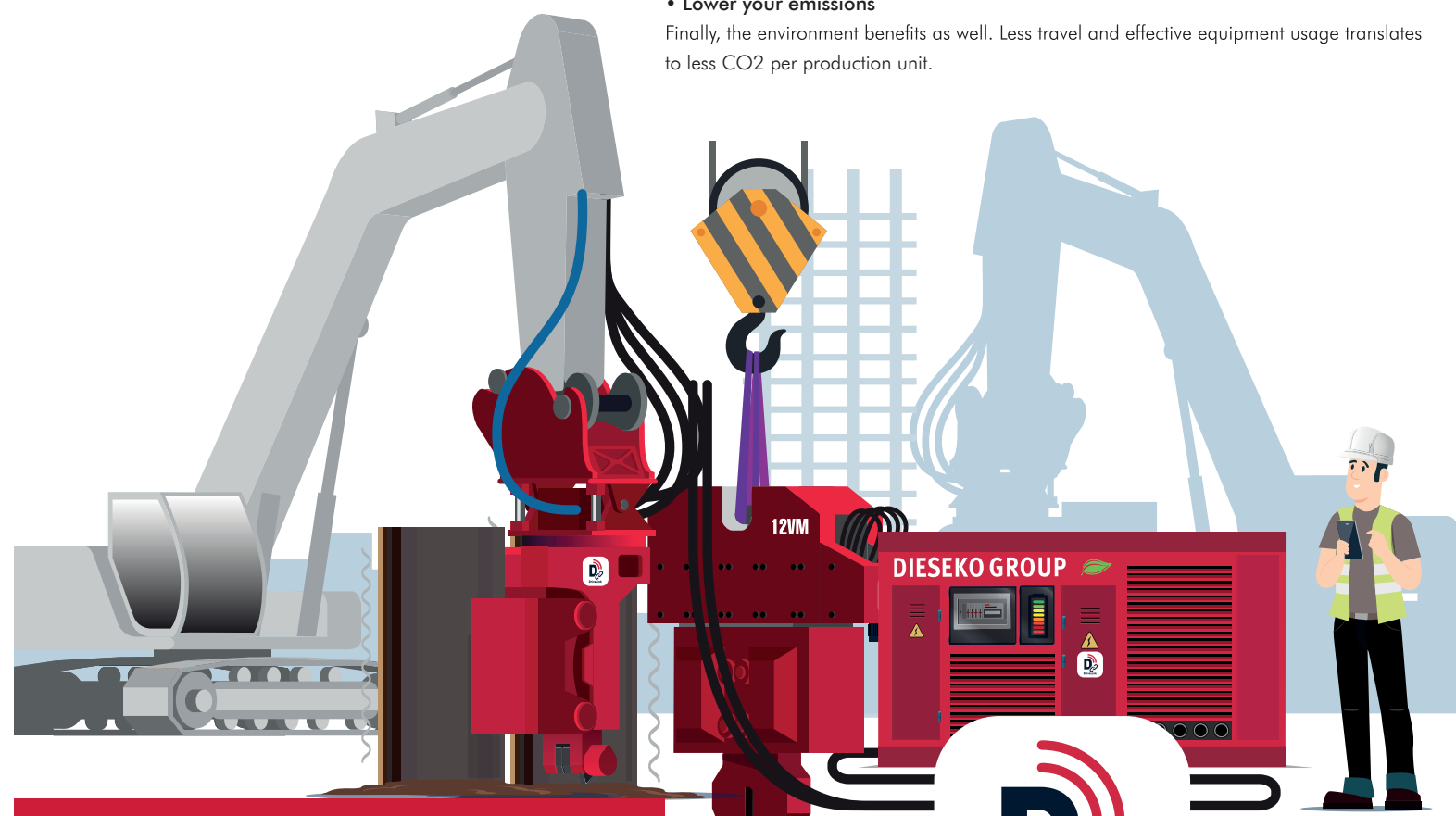
All of the above translates to lower exploitation costs and higher productivity of your equipment.

- **Higher first time fix rate**

DriveLink enables detailed diagnostics whenever failures occur, enabling service engineers to get equipment up and running again with maximum efficiency and minimum downtime.

- **Lower your emissions**

Finally, the environment benefits as well. Less travel and effective equipment usage translates to less CO2 per production unit.



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