



Support with ServiceBoard



An App by tapio



to reduce the effort for service cases to a minimum.

¹ tapio partners who have integrated their products.

² Availability varies according to product type and manufacturer and must be checked individually.

Price
[without tax]

10,00 Euro

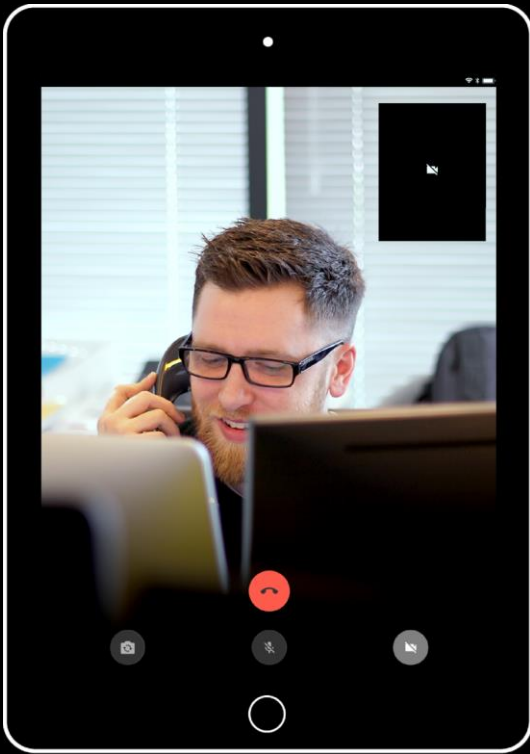
License	Per 1 month per machine
Extension	Automatically, to one month
User	unlimited
Cancelation period	until 3 days before renewal
Add on package	-

ServiceBoard | Requirements

Mobile Devices	Android 6 or later or iOS 11.0 or later
Internet Connection	Download 384 kbit/s Upload 384 kbit/s
Machines	All machines ^{1,2} and serviceable items ^{1,2} possible (depending on the range of functions). Not all functions require tapio-readiness and connection with tapio (service request and video diagnosis).
Service Partner Services	Depending on the responsible service partner (e.g. the manufacturer). Service partners may charge for services separately or a separate service contract is necessary.

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Video diagnosis

Initiate video connection with the service partner with video transmission (after activation of service partner)

Functions

- Screen sharing of remote technician of partner
- Video transmission between customer and service technician via e. g. the camera of the mobile device.

Spare parts shop

Integration / forwarding to spare parts shop of service partner (if service partner or manufacturer provides this service)

Service Monitoring

A maintenance overview with all serviceable items^{1,2}, across multiple brands (as far as manufacturers participate and you have bought this service)

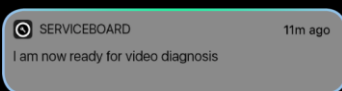


Service Inquiry

Overview of all with the ServiceBoard created service cases, as well as options to create new requests and send them to the service partner

Functions

- Service case description
- Enter Phone Contact information
- Scan machine number or add from list²
- Additional flagging if machine has stopped
- Add images to illustrate service case



Push notifications from service partners¹

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- 1 Register your company at www.tapio.one
- 2 Register your machines^{1,2}, further serviceable items^{1,2} and service partner relations within your company account. The connection of tapio ready machines^{1,2} with tapio is automated (free of charge). "tapio readiness" and possible updates can be checked with the machine manufacturer. The ServiceBoard can be used for machines^{1,2} registered in your company account. Some of the functions (service requests and video diagnosis) work without the machine¹ being connected to tapio.
- 3 Add your colleagues as users. (Invite them to your company account so they can get their own user accounts)
- 4 Go to the tapio shop and buy ServiceBoard licenses per machine¹
- 5 Assign purchased ServiceBoard licenses to your machines¹ or other assets¹
- 6 Switch to your mobile devices and download the ServiceBoard App.



- 7 Log in to the ServiceBoard App with your user account. Done.

All video tutorials you find here

¹ tapio partners who have integrated their products.

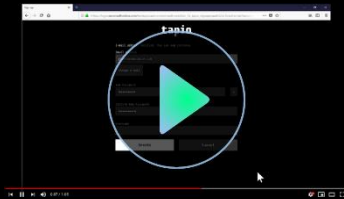
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Phone +49 7445 8379 949

E-mail service@tapio.one

Reachable Monday to Friday from 8 am to 5 pm (MEZ)

Tutorials/ Videos



www.tapio.one/en/faq

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