



BH Remote 360:

Remote Monitoring, Diagnostics & Repair

Ensure Maximum Service Efficiency and Equipment Uptime

KEY FEATURES

- » 24/7/365 asset monitoring
- » Remote access to machines for quick diagnosis
- » Optimal service escalation and resolution
- » Machine learning-driven predictive maintenance
- » Compatible with native and non-native IoT-enabled assets

In today's competitive landscape, it is more important than ever to ensure maximum machine uptime and availability. Equipment downtime not only decreases productivity, but also negatively impacts the customer experience.

Protect your operations from unnecessary downtime with BH Remote 360, a comprehensive solution of remote monitoring, diagnostics and repair services. For IoT-enabled industrial machines that we service, we leverage the PTC ThingWorx® Industrial Internet of Things (IIoT) platform to collect and transmit real-time data, providing our service technicians with access to remotely track, troubleshoot, control and repair your systems. For customers with legacy equipment, we can design a solution for IoT connectivity, enabling you to fully realize the benefits of a BH Remote 360 solution.

INCREASE EFFICIENCY AND UPTIME

Optimize your operations and asset performance with BH Remote 360. With this service, our team is automatically notified when there is a problem, allowing our service technicians to proactively

resolve your issues to ensure maximum equipment uptime and availability.

DATA-DRIVEN DAIGNOSTICS

If there is a problem, our service technicians can remotely access the machine and its sensor data to identify where the critical error occurred and even attempt to remotely repair the issue on the spot. If a technician needs to be dispatched to complete the repair, by remotely diagnosing the issue, they can arrive fully prepared with the knowledge and proper parts needed to fix your equipment, increasing service efficiency and first-time fix rates.

A SMARTER SERVICE SOLUTION

With BH Remote 360, our team can customize a service plan and escalation path that best fits your unique setup and needs. This includes automatically dispatching a technician, scheduling a service call or notifying an on-site resident technician to ensure the most efficient and cost-effective resolution.

PLANNING FOR THE FUTURE: PREDICTIVE MAINTENANCE

Utilizing the PTC ThingWorx platform, our service team can set data points, time intervals or other metrics to enable enhanced machine learning. IoT-enabled assets automatically collect data over time and can notify our technicians when the equipment approaches one of those intervals and will require service, minimizing machine downtime and improving the customer experience.