

# G+D Remote Solutions

# Maximizing efficiency in cash operations



Available for the whole range of G+D's cash processing systems, from tabletop value counters to cash center mainstays



# **G+D Visual Support**



Fully secure video-based support that enables our in-house technical experts to offer services around the world. The solution is reinforced with augmented reality features (AR) and is



completely compliant with all relevant data protection and tech security standards (including ISO27001-13).



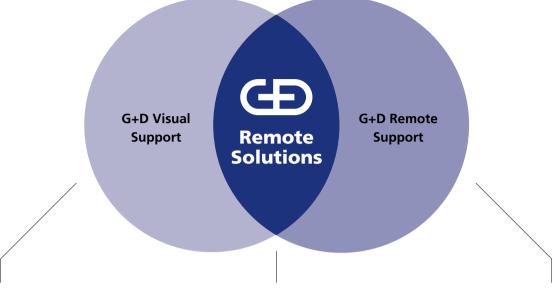
## **G+D Remote Support**



At your authorization, a G+D technical expert takes care of your system via remote access, performing diagnostic, repair, and system update functions. On-site technicians are



supported, minimizing system downtime. You retain full control of all remote service activities through the built-in policy manager.



Let our in-house experts solve hardware problems in real-time, via AR-embedded, video-based support. Reduce downtime with swift guidance for faster troubleshooting, and more accurate diagnoses.

Combined, G+D's remote solutions offer the best service. With visual and remote support, our experts can work faster and even more efficient to solve any issues that might arise.

Fast and secure system analysis, maintenance, malfunction identification, repair, and software updates, performed online at your authorization.

### Our global customers include

Central Banks

Print Works

Commercial Banks

Cash-in-Transits

Casinos

### Remote solutions for our customers, from our experts

- Faster resolution Our remote solutions shorten service times by guaranteeing rapid assistance and swift repair.
- Get the best out of your system Maximize efficiency with online updates and configurations, as required.
- Minimize downtime Realize the benefits of high system availability with our remote solutions.
- Optimized support for onsite technicians Fast and precise problem identification reduces the time to resolution. Our field engineers are trained to take efficient on-site actions.
- Their know-how, and the expertise of our remote technicians, make short work of any issues.
- Next-level security Every process within our remote solutions is based in G+D's own IT environment, including compliance with ISO regulations, and best-in-class third party verifications.
- Beyond diagnosis and repair Our remote solutions can also be used in the installation of new systems, and can help with training as well.