

SMI AFTER SALES

A WIDE RANGE OF SERVICES DESIGNED FOR YOU

SMI AFTER SALES SERVICES

The wide range of SMI products is combined with countless services aimed at preserving machine efficiency and profitability over time. These services are based on the latest technologies, an element that together with the experience of highly skilled technicians, results in fast troubleshooting, time saving and easy maintenance.

QUICK ONLINE SUPPORT



CHAT

As a good alternative to a phone call, the chat service dedicated to SMI customers (Smychat) enables to add pictures or other attachments, with considerable advantages in terms of communication, time saving and troubleshooting.



HELP DESK PRIORITY

Preferential access to online assistance, discounts on on-site interventions and additional tools for an all-around support: these advantages can be obtained by subscribing to a package of premium services (Smypass Priority), aimed at ensuring an even faster and more efficient support. The services included in this package are: priority access via phone call, chat or website for technical assistance with an operator, remote internet connection, 10% discount on technical interventions, access to a database containing technical documents, FAQs and troubleshooting tools.



REMOTE SUPPORT

Performance of remote support and troubleshooting through a Remote-Control Software not only allows troubleshooting and solving operational problems, but also the installation of the latest updates of SMI machine control software. This results in greater machine efficiency, as the control program is always updated to the latest version.



AI TECH SUPPORT

The AI Tech Support is a virtual assistant available 24/7 on the Smyzone portal. It allows users to interact in real time, ask detailed questions about their machines and receive immediate, comprehensive answers. The system provides immediate support with operational procedures, step-by-step instructions and detailed maintenance information. It can manage conversations in multiple languages, automatically adjusting to the user's preferences, which ensures a more intuitive and accessible experience while minimizing the risk of miscommunication. Depending on the query, the chatbot delivers answers using not only text but also multimedia content such as images and videos. A mobile web app version is also available for enhanced flexibility.



AR SMART GLASSES

In order to make customer assistance even easier, faster and smarter, a new support tool has recently been introduced: AR Smart Glasses. Providing audiovisual assistance, they offer considerable advantages, including: cost and time savings on on-site interventions, efficient troubleshooting, ease of use and immediate communication.



Contact us for more information:

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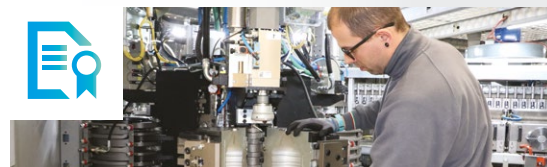
SMYZONE PORTAL

Smyzone is SMI's integrated customer service portal, where all after-sales services are centralized. By accessing this platform, users can request spare parts quotes, consult manuals, access technical guides etc., making the full SMI after-sales experience accessible with just one login.



CUSTOMIZED MAINTENANCE AND SERVICE CONTRACTS

SMI offers customized maintenance and service contracts tailored to the specific requirements of each customer. These agreements are designed to provide maximum flexibility and ensure that every operational need is fully addressed.



MAINTENANCE PLAN

SMI offers scheduled maintenance contracts tailored to the specific needs of each customer. These agreements include regular inspections and preventive technical interventions aimed at keeping machines in optimal condition. A structured maintenance plan helps prevent unexpected failures, reduce downtime and ensure that the equipment remains updated and efficient, with a direct impact on productivity and operational continuity.



IOT TOOL & OEE ANALYSIS

This is another tool that allows users to have a comprehensive overview of machine performance, thanks to the collection of a series of parameters that are very useful in terms of reactive, proactive and predictive maintenance. Customers can monitor their equipment in real time through a dedicated dashboard and receive weekly reports via email with detailed operational data analysis. The result is longer machine lifespan and fewer unexpected failures due to planned interventions. Identifying progress and improving the productivity of the equipment is possible thanks to Overall Equipment Effectiveness analysis, a tool that offers a series of advantages: it enables to maximize the ROI for the machine, to cut costs, to anticipate potential machine failures and, subsequently, also to minimize machine downtime and the costs that are related to it.



MACHINE UPGRADES

In addition to new manufactured models, even already installed machines at customers' facilities can be equipped with the latest technologies and applications through a set of upgrades installed by qualified service engineers of SMI after-sales service; this option allows the progressive enhancement of SMI machines efficiency and flexibility all along their life cycle.



TRAINING

Taking advantage of the full potential offered by SMI machines and increasing the operational efficiency are goals that can be reached by means of technical training courses, held by specialized trainers who can transmit all necessary knowledge to fully satisfy the needs of the operator who is going to use SMI machines. The courses can take place at SMI's headquarters in San Giovanni Bianco, as well as at the customer's facilities; their duration varies in accordance with the matters to deal with and with the level of in-depth analysis to be achieved.



SLA CONTRACTS

SMI provides Service Level Agreement (SLA) contracts that are fully personalized based on each customer's production requirements. Through on-site evaluations and close collaboration, SMI defines tailored agreements that include the most relevant services, whether related to faster response times, extended technical availability, preventive maintenance, operator training, or spare parts management. The goal is to ensure optimal machine performance and long-term customer satisfaction.

