

SMYCALL

A TAILOR-MADE SERVICE PACKAGE



SMYCALL after sales services

To preserve efficiency and performance of the supplied installations, SMI offers a series of after-sales services in order to provide customers with a targeted assistance and an efficient support.

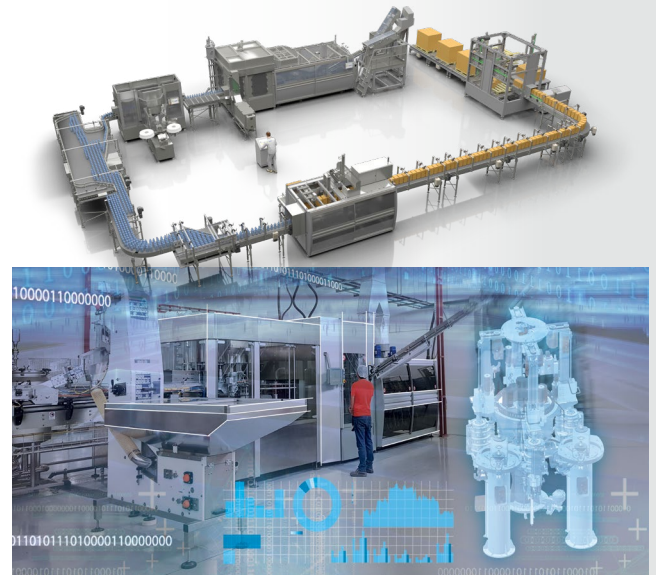
Two different service packages are available, one including front-line services, the other one including the additional service of augmented reality.

ADVANTAGES OF SMI AFTER-SALES SERVICES

All SMI after-sales services are based on a customer-oriented vision. SMI goal is giving the customer the possibility to choose the most favoured service depending on the specific situation. Further high-tech services have been recently developed, ensuring a smart, targeted assistance, reducing on-site interventions and accelerating the process of problem solution; besides these, the customer has always the possibility to choose the traditional services.

Independently of the selected tool, SMI staff ensures the most:

- Rapidity of intervention
- Efficiency
- Rapidity of problem solving



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FRONT-LINE SERVICE

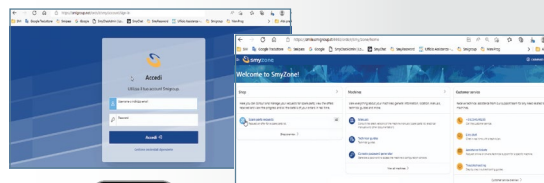
The front-line service package includes the following tools:



Assistance over the phone: by dialing the number +39.0345.40255 you can contact a specialized technician in the Customer Service. Should everyone be busy at the moment, you will be called back as soon as possible (*).



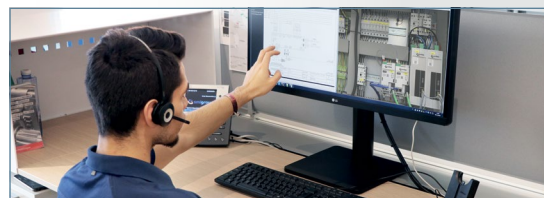
Access to Smyzone H 24/7: by entering your credentials, you can access Smyzone from your PC, tablet or smartphone, where you can find a large database of technical information about your installation. In particular, it is possible to consult the machine technical sheet, the technical specifications, video guides, tutorials, format change-over procedures, parameter description, etc.



Assistance via chat: all customers can use Smychat, a messaging application available all over the world in mobile or desktop version. By using this tool, you can enter a request for intervention and share images and videos, thus making troubleshooting operations quicker and more efficient (**).



Remote support through Teamviewer: it allows trouble-shooting and problem solving, as well as installing the latest upgrades of the machine control software. To use this tool, you simply need internet access to install the Team Viewer programme, which enables the after-sales service to display the machine operating parameters in real time, in order to analyze what is happening (**).



10% discount on maintenance interventions: during Smycall validity you are entitled to get a 10% discount on the manpower costs of scheduled interventions, installation of upgrades and new formats and other on-site interventions not related to emergency situations.



Priority access: by subscribing to Smycall, your request for intervention will be given priority over other requests coming from customers without Smycall package. This ensures a quicker support and the preservation of a high level of performance of the installation.



SECOND-LEVEL ASSISTANCE

Besides the front-line services, the second-level assistance includes:



Augmented reality: this tool offers an audiovisual assistance thanks to smart glasses (not included in the service): what the operator sees is displayed in real time on the computer screen of a SMI technician. This system reduces the physical distance and the number of on-site interventions, thus ensuring cost and time saving. Moreover, it overcomes any linguistic barrier, because it is an audiovisual assistance tool (**).



(*) Service active Monday through Friday from 7 a.m. to 10 p.m. GMT + 1 - on Saturday, on Sunday and on Italian national Holidays from 10 a.m. to 10 p.m. GMT + 1

(**) Service active Monday through Friday from 7 a.m. to 5:30 p.m. GMT + 1