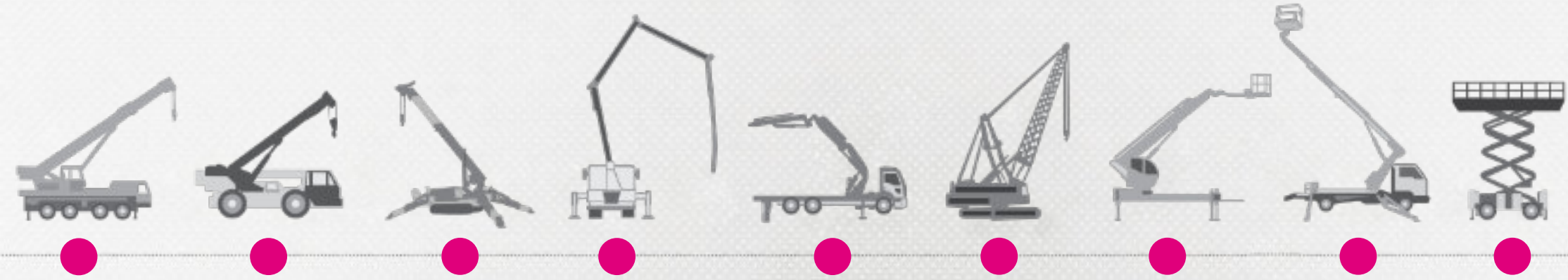


LOAD LIMITER



TELE ASSISTANCE



SPRING
MACHINE CONTROL
ON BOARD ELECTRONIC SYSTEMS





“

This family of products is the result of the work of a team that has been carrying out for more than 20 years. We have been designing – manufacturing – selling – installing electronic systems for industrial vehicles for more than 20 years.

In a field where the manufacturers usually rely on the usual partners we have started a project called **DAVIDE VS GOLIA**

At SPRING we are proud to be able to concentrate on an important goal even in such a difficult period of crisis.

We are proud of our results, because we obtained them thanks to our own strength, ideas, capability, passion and above all thanks the faith that our clients put in our company.

Our goal is not only to satisfy a technical request but also to offer a wide range of high performance products that can give profit from the management point of view.

Your profit is an important part of our project.

Please read carefully to better understand our **DAVIDE VS GOLIA**

Special thanks:

Clients– above all those who took the project to heart

R&D Smc

UTEC Smc

Technicians Smc

Suppliers Smc - above all those who overcame the obstacles

Thanks of taking part to the project **DAVIDE VS GOLIA**

”

TELE ASSISTANCE

The **TELE ASSISTANCE** is an extra available for several SPRING systems. Using a remote pc, the technicians can interact directly with the machine. Thanks to this innovation, **you can manage the whole vehicle from your office.**

Raise the level of PERFORMANCE of your machine and improve CUSTOMER SATISFACTION!

The main benefits of this service are **shorter waiting times for assistance** and **reduction in costs.**

Using the remote connection, your technicians will be able to work on machines without leaving the office and **you can save lots of money from the service trips. No more restrictions for abroad!** You can act for customers that live in other States, in real time and without any limits!

If your technicians have to go on the site, using the tele assistance they will know exactly what the problem is and **the service trip will be shorter and cheaper.**

ITS STRENGTH

- ➡ Raise the level of renown of your machine
- ➡ Improve the customer satisfaction
- ➡ Reduction in costs also during the period of warranty
- ➡ Shorter waiting times for service
- ➡ Technical assistance abroad with no additional costs
- ➡ Problem solving and rapid solutions
- ➡ Targeted actions
- ➡ Global vehicle management



TELE ASSISTANCE

Why choosing it?

A problem with the vehicle often interrupts an important work, **the waste of time reduces the productivity and means money lost.** Technicians have to act as quickly as possible to limit the consequences.

The remote assistance permits to **highly reduce the time** between the warning and the solution. Moreover it permits to offer a better technical service to **customers that live aboard.**

Here are the main reasons why you might choose the Tele Assistance:

- **Reduction in service costs:** the remote assistance permits to cut costs about the service trip, thanks to the GPRS connection and the tele assistance
- **Shorter waiting times for service:** you can highly reduce the gap between the warning and the solution. The technicians save time and can help more customers every day
- **Technical assistance abroad:** now you can easily follow customers anywhere they are working, also abroad
- **Easy and friendly:** anyone can use this technology, thanks to the easy and friendly software



TELE ASSISTANCE

How it works

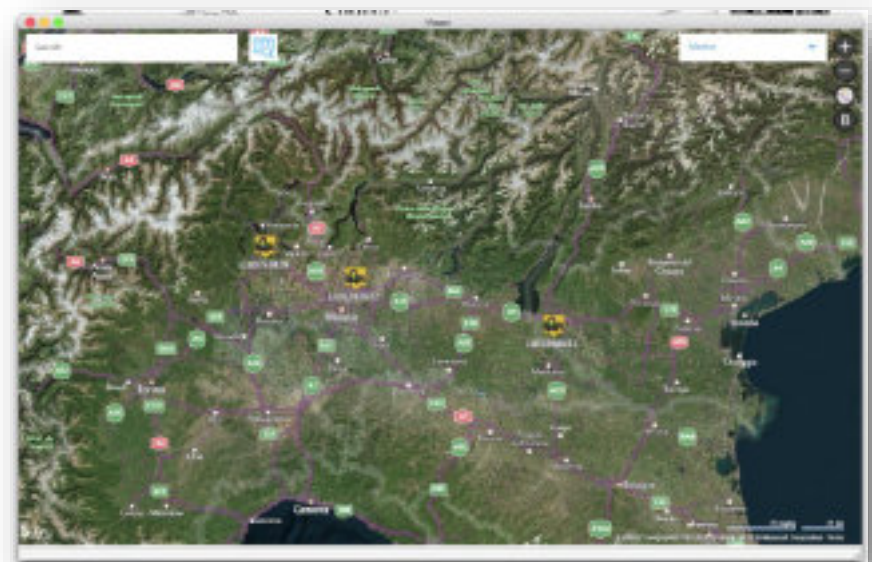
SPRING has created a specific software called **DAVIDE vs GOLIA**. Using it you can connect remotely with your machine or to your customer's one. Anyone has its own username and password. Many pages permit to manage not only the SPRING system, but the whole vehicle. Data and parameters are easy to understand and read.

Tele assistance is available for those systems that are equipped with a **GPS/GPRS module**. This permits a real time connection between vehicle and PC.

Using the module, you can access **several additional function**, available on a **web platform**. For example you can **localize your vehicle or fleet in real time**. This option is very required by the equipment rental shops.



DAVIDE vs GOLIA Software



Web platform

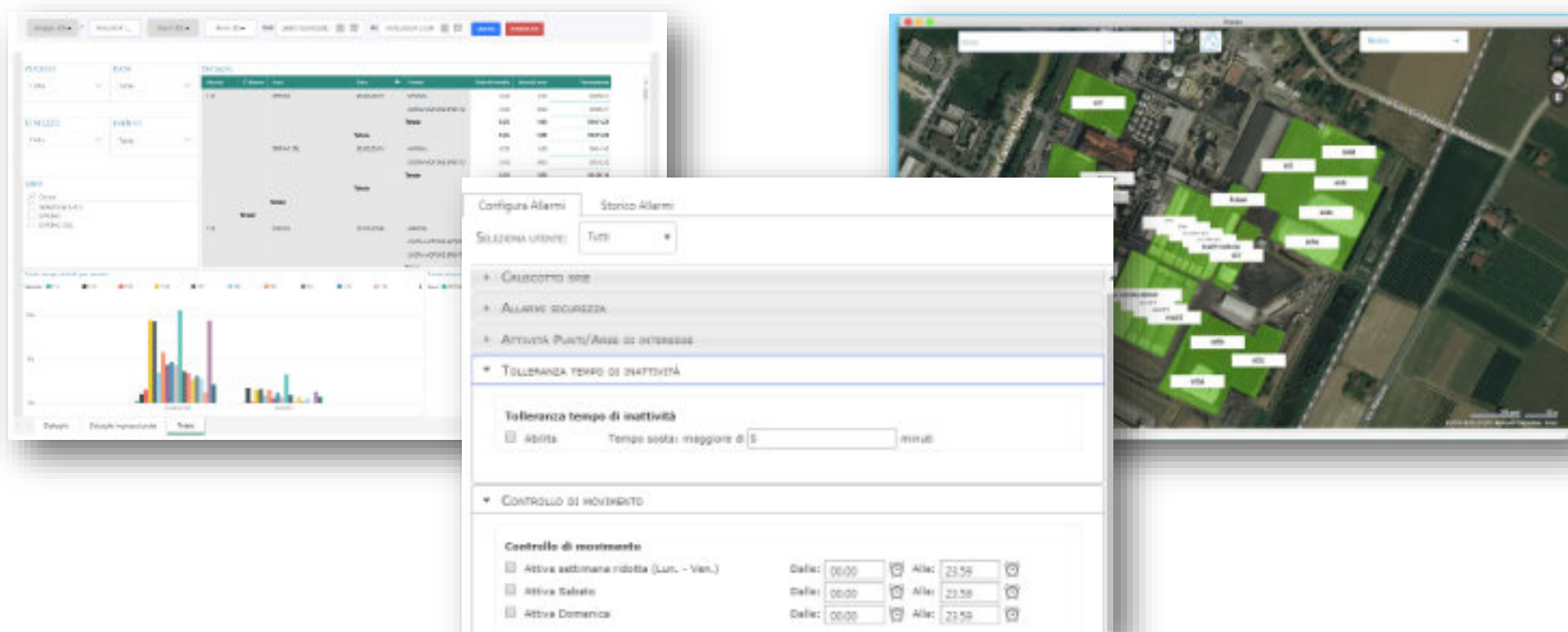
TELE ASSISTANCE

Many features for Rental Shops

The Tele Assistance function is highly required by the **rental shops**. When a rented vehicle has some problems, even if very far from the headquarter, you can **check the status** and easily **find a solution** to operationalize the machine.

Using the web platform you can not only **localize your vehicle and fleet in real time**, but also you can have different **reports** about the movement and uses of the machines.

You can manage several **customizable alarms**, for example: **not-allowed movement** in selected areas and days/time (ex. Sunday or night hours), **tolerance inaction time**.





SPRING

MACHINE CONTROL

ON BOARD ELECTRONIC SYSTEMS



SPRING s.r.l.

Via Monte Grappa 4

28040 Dormelletto (NO) – ITALY

Tel. +39 0322 4011.11 R.A.

FAX +39 0322 401140

info@springmachinecontrol.com

P. IVA 02425870033



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