

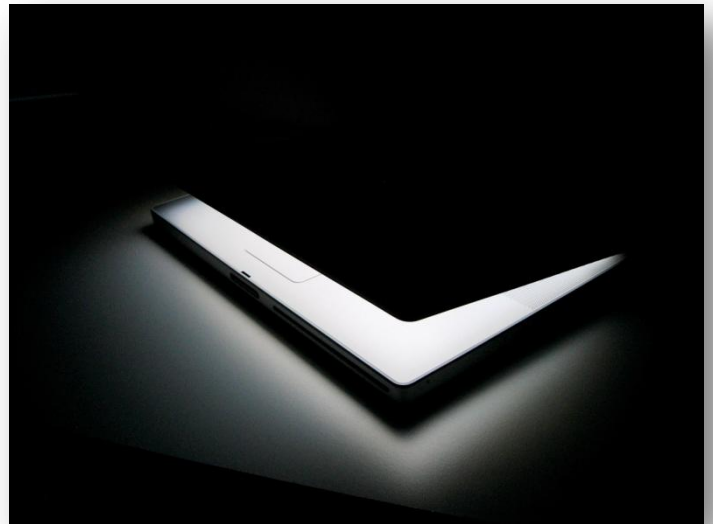
BRÜCKNER CUSTOMER PORTAL

INFOLETTER 19/10

The new platform for service issues and more

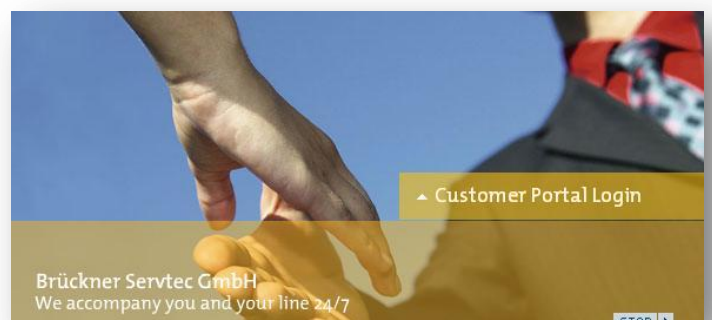
Brückner Servtec has created a new service for its customers: the **Brückner Customer Portal**

This customer specific platform can be accessed online from everywhere around the world. It contains all information about your actual and past service notifications, agreements, quotations, products and much more in one single online repository. In addition to this, it enables you to join videoconferences and trouble-shooting sessions with Brückner Servtec with just one mouse click. A customizable download area allows you to use the portal as online repository for important documents like manuals, firmware, etc. In the first stage of expansion, the portal enfolds mainly content from Brückner Servtec Customer Support Electric. Further content shall be added in future.



The Brückner Customer Portal in detail

The aim of this feature is to provide you with an online and easy to access platform that contains all service relevant information. All this information is stored permanently and accessible from everywhere around the world, considering latest safety standards for your account security. The portal content covers your complete service correspondence with Brückner. You are able to download summaries of past service notifications, see quotations or check your actual Service Account and Expert on Demand balance.



The portal also eases the way to communicate with Brückner Servtec Customer Support Electric. It is possible to join a videoconference with Brückner Servtec by just one mouse click. No special software is needed for this. Even VoIP (Voce over IP) calls to Brückner Servtec are possible by one single mouse click. This will save you telephone costs for international calls to Brückner Servtec.

Another very special feature is a completely free customizable download area. Brückner Servtec will add any content you may need to this special site on your demand. As soon as new content is added, it's stored permanently for you to be retrievable at any time. No more searching for documentations, manuals or firmware. Simply log into your portal and download the necessary files.

Film Stretching Inc.
 Logged in as: 1000 - Film Stretching Inc.
 Last update: 28.04.2010 Version: PREMIUM

HOME
 NOTIFICATIONS
 AGREEMENTS
 PRODUCTS
 INFOCENTER
 myE-SERVICE
 myDOWNLOADS
 myACADEMY

COMPANY:
 Film Stretching Inc.
 Laramar 12
 12345 Pleasantville
 USA

Line	Type / Rawmaterial	Status	Location	Services / Agreements
ABC7654	BOPP	Service	Pleasantville (US)	[S] [S] [S]
DEF7655	BOPP	Service	Pleasantville (US)	[S] [S] [S]
GHI7656	BOPET	Service	Pleasantville (US)	[S] [S] [S]

List of all Brückner production plants

[S] 24 hour expert hotline available	[R] 24 hour expert hotline NOT available
[S] Service account available	[R] Service account NOT available
[S] Teleservice equipped plant	[R] Teleservice NOT available for this plant

WELCOME
 Welcome to the new Brückner Servtec service portal. Here you find all important service and upgrading information, notifications, quotations and much more with just a few mouse clicks. Enjoy browsing.

LATEST NEWS

- 29.09.2009: Profibus Analyzer
- 24.04.2009: Introduction of Brückner Academy
- 23.11.2008: Internet Remote Access Agreement
- 31.10.2008: Video Conferencing
- 18.07.2006: Internet Teleservice Package

NOTIFICATIONS
 - Actual and achived notifications
 - Quotations
 - Download and info request

AGREEMENTS
 - Agreement overview
 - Account balance
 - Information request form

PRODUCTS

How do I get access the Brückner Customer Portal?

The Customer Portal service is included for all customers having the Service Account Agreement. If you have this agreement signed and would like to get access to the Customer Portal, please respond to this information per email and announce the desired persons for whom the portal should be activated. The necessary information for the activation is the persons name, function and email address. If you are interested in the Customer Portal and do not benefit from the Service Account Agreement yet, please contact E-SERVICE@BRUECKNER.COM.

For further information or questions please contact the Brückner Servtec Electrical Service department E-SERVICE@BRUECKNER.COM.

One Step Ahead – with Brückner Servtec

Best regards,

Your Brückner Servtec Service Team

YOUR PORTAL CONTENT

