



SolenisNow

Virtual support that gets you back to business in minutes.

Now with **SARA** –
Solenis AI Real-time Assistant



Fast technical
support



Simply scan the QR
code



Reduce equipment
down time



SolenisNow

Digital support experience

When every second counts, you need instant support.

SolenisNow provides fast, innovative virtual service solutions to restore performance and protect productivity.

Now available with three powerful solution options.



SARA – Solenis AI Real-time Assistant

SARA is our new virtual agent within SolenisNow to make digital support easier to start and easier to continue.

- Troubleshoot technical issues
- Answer support questions
- Multi-language text-based guidance
- Seamless escalation – automatically create a case if needed



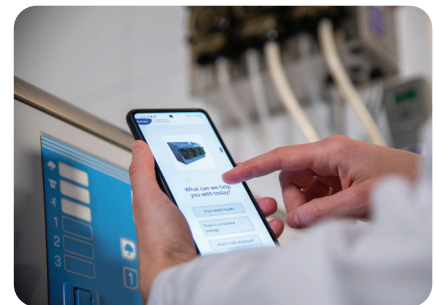
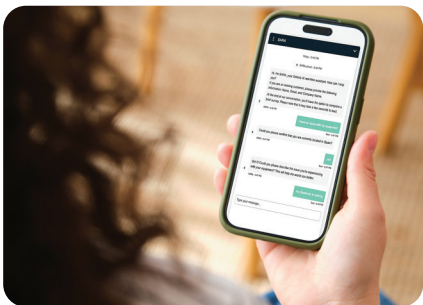
Self service portal

- Online expertise, accessible 24/7 on your mobile device
- Step-by-step resolutions to get you back to business fast
- Proactive customer service providing support on your timeline
- Error codes, alarms and alerts easily resolved without the wait



Guided support

- Personalised experience; a Solenis expert at your fingertips
- Augmented reality allows our virtual experts to diagnose and solve issues remotely to get you fully operational in no time
- Become empowered and educated through guided diagnosis, fix and retrospective



Benefits of virtual service and support



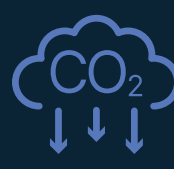
Instant diagnosis



Immediate resolutions



Reduced downtime



Improved CO₂



Scan to try it now!
support.solenis.com

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