



TeamViewer Smart Service Solution

Focus on Solution Selling

TeamViewer Smart Service Portfolio



Reliable Remote Support Solution for Coffee Machine Manufacturer



Cimballi introduced a global remote service program for their customers, based on TeamViewer's secure connectivity solution

- ✓ **Global leading designer** and manufacturer of professional coffee machines
- ✓ **TeamViewer's enterprise connectivity** solution enables a new digital customer service for Gruppo Cimballi
- ✓ **Reliable and secure remote access** to the coffee machine's file system and screen for efficient global customer support
- ✓ **Reduce machine downtime** and minimize revenue loss for the customers; less travel costs for technicians.



Reduced
travel

Fast
troubleshooting

New
revenue stream