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Euromac has introduced new tools for remote customer testing. As a rule, Euromac's practice is to carry out acceptance testing at its own factory with the use of the customer's material and with the presence of the customer's technicians or their representatives. In this way it becomes possible for the customer to report any changes to be made or options to be added, and to check the correct functionality of the slitter rewinder. At the same time Euromac can best modulate its technology with that of the customer and interact on the process of the materials to be cut, discussing the formats and quality.

For reasons relating to the pandemic and the difficulty in traveling, various digital systems and media had to be activated to allow remote acceptance testing. Through the use of special software integrated in the Windows platform, and with the use of webcams, the virtual presence of the customer during the testing phase was made possible. In this way the customer was able to interact with Euromac, without attending and in complete safety, in order to carry out the testing procedure. The method is practically the same: the customer sends the mother rolls to be cut and a processing protocol, but during the testing phase everything is performed remotely in complete synergy.



The result, in addition to the evident saving of travel expenses, is to work in complete safety, guaranteeing however the acceptance of the machine.

Given the success of this initiative, it cannot be ruled out that the same protocol can also be adopted on other special occasions, after the pandemic is over.

For standard slitting machines supplied to existing customers, Euromac has even provided for the installation of the machine, with the help of the customer's mechanics, in addition to start-up and final acceptance. Everything remotely.