With EVG-WECARE we are virtually on site even if our employees are actually in their offices.
Thanks to the use of a mobile service terminal with webcam and digital documentation of the production line, we can provide prompt and purposeful support.
WECARE ensures a high and quick availability of the production line and saves you travel expenses.

We assist our customers especially during the Covid-19 crisis with first-class service and innovative customer support tools.

Where can EVG-WECARE provide support?

- Troubleshooting
- Repair and maintenance jobs
- New commissioning or re-commissioning of line components or complete production lines
- Remote training of operators and maintenance staff

How does EVG-WECARE provide support?

- By means of hard- and software especially designed for our machines (WECARE system)
- Direct communication between EVG and customer via VoIP, GSM, video ...
- Direct access to documents specific to the production line
- Real-time analysis of troubles and production data
- Troubleshooting, training

What can be done with EVG-WECARE?

- Error analysis
- Troubleshooting
- Evaluation of production data
- Repair instructions
- Software updates
- Commissioning of line components or complete production lines

Requirements for EVG-WECARE?

- Internet connection
- Service- / maintenance agreement
- Online hours package

Ask now for your EVG-WECARE to secure your productivity.

Contact: aftersales@evg.com
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