

InTouchSM Remote Services

Maximize Uptime and Performance

InTouchSM Remote Services, by METTLER TOLEDO, is the hardware and software components of the ThingWorx solution, enabling service to your devices remotely via the internet, without changes to your IT infrastructure. InTouch Remote Services' connected device model, allowing you to connect any number of devices to the ThingWorx cloud solution, allows you to keep your devices in top shape, maximizing uptime and performance. With the most complete IoT platform on the market, InTouch Remote Services is the perfect solution to maintaining your equipment and improving productivity.

What can InTouch Remote Services do for me?

InTouch Remote Services provides endless benefits, streamlining our quality service by allowing our technicians to monitor, diagnose, and fix issues in real-time. InTouch service offerings cover the following:

- Remote Diagnosis
- Remote Repairs
- Software Updates
- Product Alert and Alarm Monitoring
- OS & Security Patches
- Predictive & Proactive Maintenance
- Equipment Utilization Reports
- Asset Management



METTLER TOLEDO also understands your legitimate security concerns, and can guarantee secure transmission and handling of your data. Data transmitted through the InTouch agent is related to device configuration, including serial numbers, software and firmware versions, and IP addresses, as well as some equipment usage information.

InTouch serves to improve your business experience with METTLER TOLEDO's Smart Connected devices. In the world of IoT, InTouch Remote Services can change the way you maintain your equipment, allowing you to take your business to the next level. Let InTouch be the next step for your business, leading you to maximized uptime and performance.

METTLER TOLEDO

With InTouch Remote Services, experience a completely new level of efficiency, with efficient equipment management, quick, secure, and convenient remote services, and a complete service offering that doesn't compromise your infrastructure.



Efficient Equipment Management

With InTouch Remote Services, benefit from real-time awareness of equipment health, planned service interventions, and productivity. With immediate feedback from your device, take advantage of new levels of visibility, access, and asset management. InTouch Remote Services lets you manage your devices better than ever before.



Quick, Secure, & Convenient

InTouch Remote Services improves uptime, performance within specifications, and periodic asset health reports. With additional improved service efficiency and quick service and repair, our METTLER TOLEDO service technicians are alerted as soon as your device needs service, so you will never need to worry about being blind-sided by a potentially damaging event.



Service Without Compromise

InTouch Remote Services ensures secure data transmissions, and utilizes third party accredited security measures, including encryption by SSL certificates and authentication. With your equipment initiating all communications, and no changes to your existing IT security infrastructure, InTouch Remote Services offers a highly secure IoT solution for your business.

Want to learn more about InTouch Remote Services? Don't hesitate to contact your local METTLER TOLEDO service team.