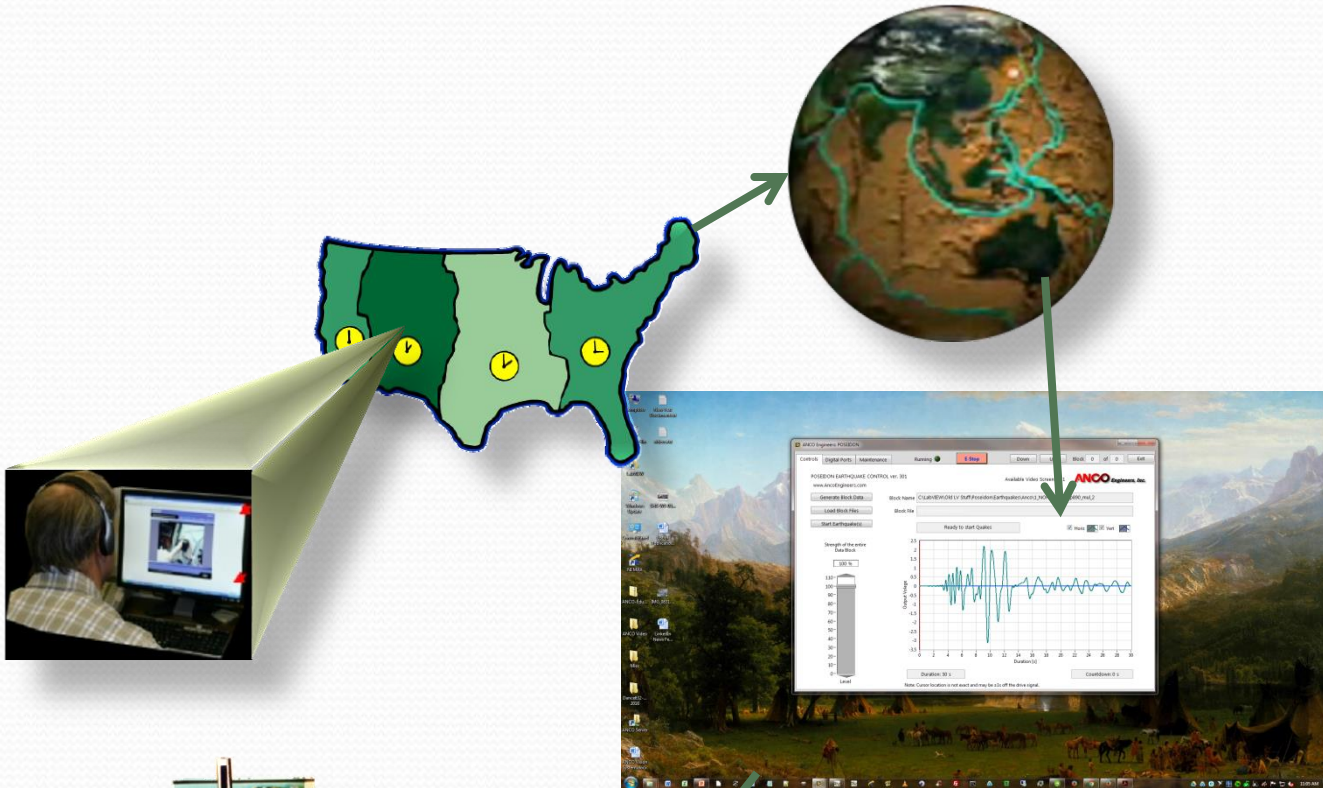


## TELETECH: Fast Real Time Remote Filed Service Solutions

ANCO's testing systems are installed worldwide and are supported with a network of trained representatives and technical personnel. In addition ANCO provides immediate *24/7 support* for our systems through our TELETECH service. All that is needed is a broadband internet connection and VNC accessibility to the relevant control computer. ANCO TELETECH systems *utilize webcams and smart phones* to help our Boulder, Colorado, USA based Engineers effectively communicate with on site engineers and technicians in real time to *yield fast, easy and significant cost saving* resolutions to service and repair issues. In 90% of such cases a TELETECH service call leads to solutions in a matter of hours or a few days. There is no need to wait several days or weeks for the arrival of support!



### The key features are:

- Pre-evaluative assessment to prepare for a onsite service call
- Remote troubleshooting equipment issues
- Remote tuning of hardware
- Remote upgrading of software
- Step by step training of personnel
- Help with data interpretation and signal analysis
- Monitor and witness tests