

THE SOLUTION FOR DIGITAL AND EFFICIENT SERVICE



bitnamic CONNECT serves as the service and customer portal for your digital service strategy.

- **Communication in seconds:**
Secure service communications, visual assistance and case management
- **Users, Assets, and Documentation:**
Provision of documentation. Management of users, assets, products, and checklists
- **E-Learning:**
Training and knowledge transfer for customers and employees



SERVICE HUB

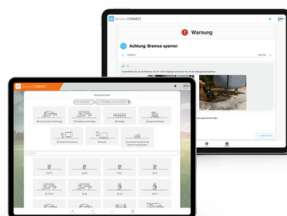


Receive assistance in seconds! Utilize secure chat rooms and visual support for troubleshooting, reduce hotline and service calls, and conserve both time and money.

- ✓ **Service Conversations**
- ✓ **Visual Assistance
Augmented Reality**
- ✓ **Chatbot functionality**



DOCUMENTATION HUB

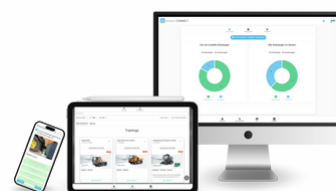


Manage assets, impart and safeguard knowledge. Streamline your documentation processes and facilitate access to essential product information.

- ✓ **Checklists**
- ✓ **Asset and Product Management**
- ✓ **Step-by-step instructions**



ACADEMY HUB



Tailored e-learning (LMS) solutions for your employees and customers. Reduce training expenses and time. From onboarding and ongoing education to safety training.

- ✓ **Online Courses**
- ✓ **Live instruction**
- ✓ **Learning progress monitoring**

YOUR CUSTOMER SERVICE PORTAL

- Provide machine files, service pages, and information in *bitnamic CONNECT* Documentation HUB.
- Utilize *bitnamic CONNECT* Service HUB to offer contact options through service chats, tickets, and visual support.
- Coordinate training and professional development through *bitnamic CONNECT* Academy HUB, actively engaging both customers and your employees.
- Integrate existing software utilized by your organization (Salesforce, ServiceNow, Dynamics).
- Seamlessly integrate a *bitnamic CONNECT* customer portal page as a website into your existing applications
- Manage system access within designated user groups. Use your Single Sign-On (SSO) if preferred.
- Provide the application in your design for recognition value.
- Utilize our system as the foundation for your development.
- GDPR compliant. Hosted on German servers. ISO-certified.



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