

So your System runs. Always.

As a ReyCare member, you will sleep better at night. Because you stay in control of your systems and get ahead of failures before they happen. Reliable, plannable, and personally supported.

No downtime.
No waiting on hold.

With ReyCare, your systems are always available. Enjoy guaranteed priority and rely on dedicated contacts who know your systems inside and out. You determine response times, the scope of services, and the level of support. Your production is responsible for customers and delivery deadlines. And we're right there with you.

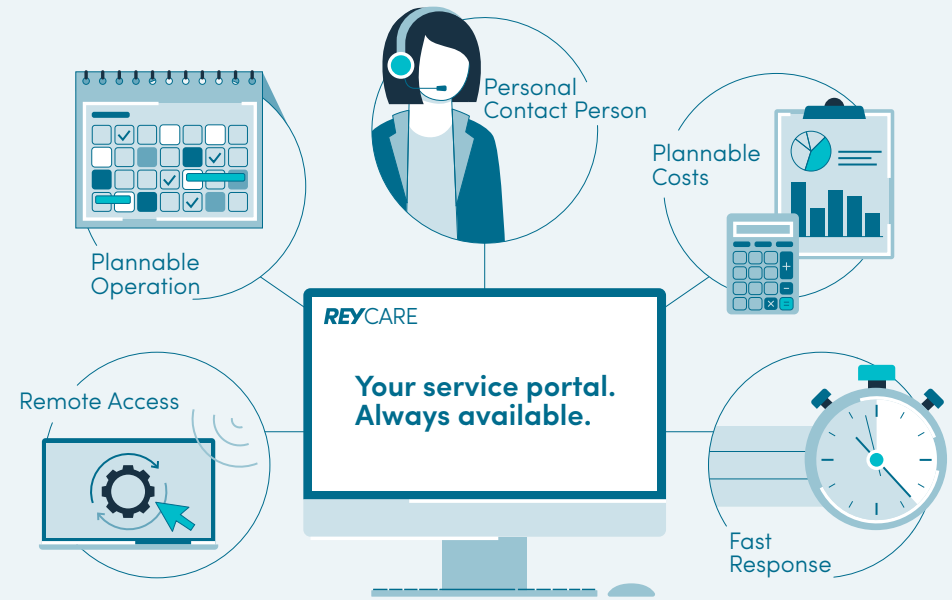
REY CARE

Benefits

- ✓ Priority response with guaranteed time windows
- ✓ Personal contact instead of an anonymous support maze
- ✓ Stable operation instead of ad-hoc solutions
- ✓ Fast remote support instead of waiting for on-site service
- ✓ Predictable costs instead of surprises

Service Portal

The Service Portal is your command center: Initiate remote maintenance sessions, submit support requests, and access your documentation. The browser-based Service Portal is your key to quick solutions.



Protection Levels

Service	Connect	Standard	Advanced	Premium
Availability	08:00 – 17:00 on business days	08:00 – 17:00 on business days	06:00 – 19:00 on business days	24/7 incl. weekends
Response Time Remote Access	max. 48h	max. 4h	max. 4h	max. 2h
Datalogging & Alarming	×	×	✓	✓
Check-up	×	×	✓	✓
Service Portal / Document Access	×	✓	✓	✓

Starting with the Standard protection level, ReyCare meets the requirements for critical infrastructure.

For more information, click here:
rey-technology.com/reycare

LEARN MORE

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