



**An assisted technical maintenance,
with qualified technical personnel
and interpreters who speak
the language of your customers!**



**A technical solution
with something more...**

REQUESTS
IN REAL TIME



CLEAR, RAPID
AND UNDERSTANDABLE REPLIES

HANDS FREE
TO BE ABLE
TO INTERVENE



HELP for TECH
is a service created
by Spai srl





The **HELP for TECH** service is a special **Help Desk** that provides the coordination and provision of technical information between qualified personnel, with expertise on specific machines and technicians of final customers, also offering the support of interpreters in the language of the user.

Through personal augmented reality devices such as glasses and earphones, it will be possible, using a private and secure data transmission network, to exchange audio and video information in real time both towards the **HELP for TECH** centre and towards the end user.

The service foresees, for the manufacturing companies, a cost reduction and above all the possibility to offer an innovative service to its customers, service that for them will become more and more fundamental and indispensable.

Through the **HELP for TECH** service it will be possible to help the final user to remotely resolve critical issues and reduce downtime with a speed and efficiency never seen before.

Only trips that actually require the intervention of specialized personnel



Remote assistance during installation



Remote staff training



Assisted technical maintenance



Spare parts assistance at maximum efficiency

ABOUT US



Consulting, Compliance & Validation

TECHNICAL INFORMATION FOR THE INDUSTRY

For over 20 years our aim is to create and provide useful tools for the verification, disclosure, maintenance and archiving of information that is produced during the design and testing of automation systems.

From the design phase to testing there is no field in which **Spai** has not accumulated **experience** and **know-how**.

Spai Srl is based in Bologna, in the centre of **the Italian Packaging Valley**. Bologna is a privileged locality thanks to its connections to big industrial and administrative centers as Milan and Rome.

www.spai-srl.com



OUR SERVICES



PHARMACEUTICAL VALIDATION

The **pharmaceutical validation** is a formal activity with the aim to demonstrate that the production and packaging processes are carried out in accordance with **GMP** (Good Manufacturing Practice).

WHAT IS IT NECESSARY TO VALIDATE?

Generally speaking, it is necessary to validate any aspect that may have an impact on "a patient safety"...

Everything else is superfluous.



The medicine



The package



The information



Critical data

OUR SERVICES



A SINGLE MANAGEMENT OF INFORMATION FOR AS MANY POSSIBLE OUTPUTS

Archived in secure and reliable **Data Centers**, managed through controlled and protected accesses, they allow your commercial network and your customers to access information in the ways you believe most appropriate.

Spai helps you, through a single management, to invent new **"recipes"** for your technical information, so that you can achieve your objectives more effectively.



User and Maintenance
Manuals



Commercial
Documentation

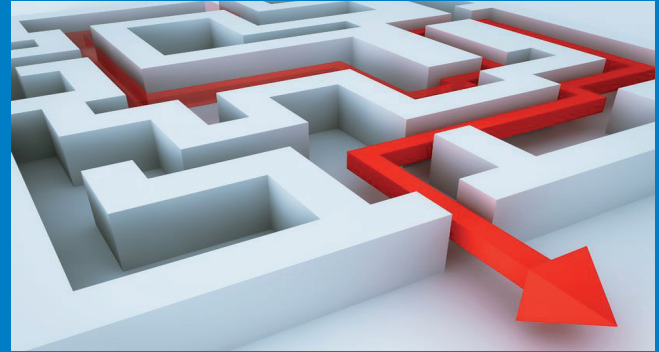


Documentation
Portal



Assisted
Maintenance

OUR SERVICES



TECHNICAL CONSULTING AND TRAINING

Thanks to a strong **problem solving** attitude and to the acquired **technical know-how**, **Spai** has caught, analyzed and understood the needs of the manufacturer and the user, who have a practical character that often does not coincide with the essential legislative obligations.

Thanks to the **Spai Training Program**, our customers will have access to a series of courses designed specifically for the automation industry.

Customers, suppliers, subcontractors, are some of the elements of a long chain that is strong if every single link is up to expectations. **Audits** are carried out to give and receive assurances of solidity. **Spai** will help you to strengthen your link and to verify those to which you are attached.