

Serv(e)Go

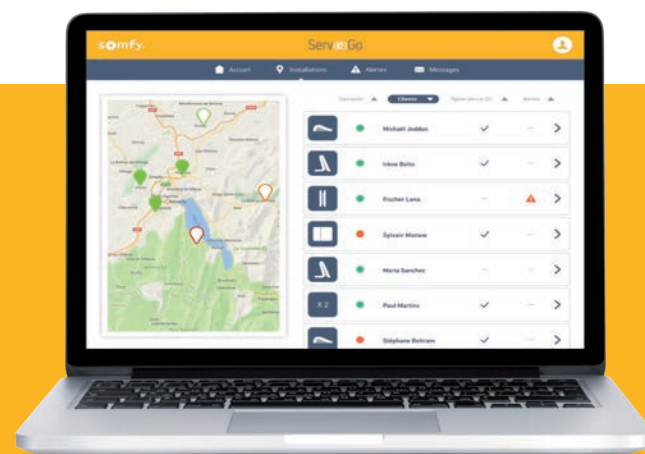
The Online Maintenance Tool
for your connected systems



Serv(e)Go

You install connected equipment, with TaHoma® or Connexoon,
in your clients' homes:
when they need assistance, they expect
you to provide a prompt and efficient service.

**What if you could benefit from a remote management tool
to simplify your work?**



With Serv-e-Go, your new diagnostic and maintenance tool from
www.somfypro.country, you can respond quickly and effectively
and even from a distance, your clients will thank you!



Serv-e-Go :
you will no longer be able
to do without it!



SEE... at a glance

All of your client's connected equipment.



Rolling shutter



External venetian blind



External screen



Terrace awning



Pergola



Gate



Garage door



Home Keeper alarm



DIAGNOSE EVERYTHING... from your computer

- Product status and history
- Fault identification

**Your onsite visit is well prepared,
you will be on your way more quickly.**



RECONFIGURE EVERYTHING... from anywhere

- Access the system
- Adjust settings with the client's agreement

**You avoid unnecessary trips and
therefore save precious time.**

And for proactive customer support,
access alerts whenever you want
(reminders of key dates, motor failures, etc.).

Serv-e-Go: as easy as Somfy

The client's box needs to be activated:



AND



By you

at www.somfypro.country
+ select the Serv-e-Go option
for your client

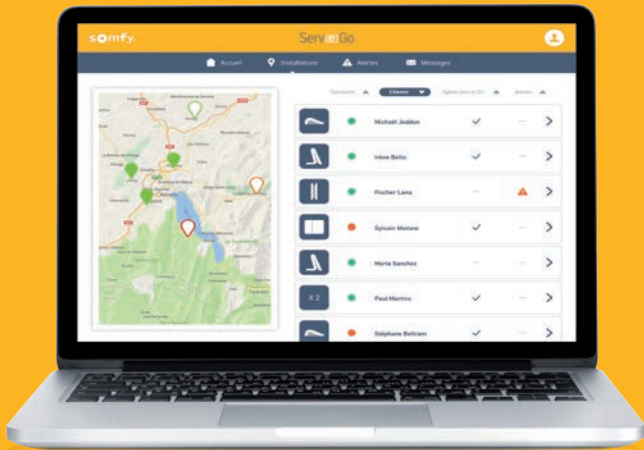
By your client

at home + confirmation of the
Serv-e-Go option by your client

Serv-e-Go: accessible to all professionals

Less travel, shorter response times,
an even stronger relationship with
your clients thanks to Serv-e-Go...

An affordable service from Somfy,
which will change the lives of
all professionals.



Serv-e-Go also works with Connexoon



PACKAGE

BASIC

PREMIUM

View systems

List of activated boxes



Remote diagnostics

Detailed view of a system, 24/7

-



Remote intervention

Adjusting settings with the client's agreement

-



Remote monitoring

Alerts, 24/7

-



Please feel free to contact your sales representative to test and explore the potential of Serv-e-Go.

Serv-e-Go: your clients will thank you!



They can rest assured that their equipment is in perfect working order without waiting for their next appointment.



They have a guarantee that their issues will be dealt with appropriately and repairs will not waste any time.



They are pleased to be supported by an expert in his field who is up-to-date on the latest technology.

“

Help, my roller shutter is not working!

In just a few seconds, you can connect, view the product's status, diagnose the problem and schedule a visit.

”

“

Hello, I would like to change the closing time for my automatic gate...

Your client allows you to take control, you adjust the settings with a few clicks, without the need for a visit.

”



Somfy is committed to data protection

For their protection, data relating to the repair and optimisation of your client's connected equipment is only accessible to you (and no other installer) with their explicit consent.



About Somfy

Somfy's leading smart management solutions for homes and buildings have been improving people's daily lives for over 50 years. Developed with comfort, ease of use, security and sustainability in mind, our innovations automate and connect rolling shutters, curtains and blinds, gates and garage doors, lighting and heating, alarms systems and more. We are committed to creating useful solutions that are accessible to all, designed for today and beyond.

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