



## Benefits of your customer portal

- All machines at a glance
- Important documents such as electrical and hydraulic diagrams at your fingertips
- Remote access to machines
- Efficient handling of support requests
- History of your machines
- Create different user groups
- No phone or mobile charges for support

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### Description

myBucherUnipektin is a digital customer portal with various modules to support your business processes. It gives you an overview of your Bucher machine park, a simple and efficient support request system and access to important machine documentations.

### User Management

Administrators can create additional user groups and assign permissions to them. A comprehensive user and permission system allows you to define which data and functions are available to each user.

### Modul machine park

In myBucherUnipektin, all your Bucher machines and systems are clearly displayed with all relevant information. Electrical and hydraulic diagrams as well as existing operating instructions are stored and can be accessed up from anywhere with a single click. Remote access to your machine panel is also possible.

### Modul support

Simply create your own support request by selecting the relevant machine and entering a brief description of the problem. All relevant information for first level support will be added automatically. This ensures a more efficient and faster resolution of your support request. All support requests are stored with the solution description for your reference. This provides important information and suggested solutions for future support requests.

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### No additional software required!

The customer portal can be used via an internet connection using a mobile phone, tablet or computer. You can log in securely and enjoy the benefits regardless of your location.

### Security

Our customer portal offers maximum security thanks to a number of protective measures. Two-factor authentication (2FA) ensures that only authorised users are granted access by requiring them to enter a one-time code in addition to their password. In addition, encrypted data transmission, other security mechanisms and regular security checks ensure the integrity and confidentiality of your information.

### More modules to follow!

We will keep you informed about the development of other modules that will make your daily work easier.

### Customer portal account creation

We will be happy to set up an account for you at myBucherUnipektin. Contact us at [support@bucherunipektin.com](mailto:support@bucherunipektin.com) or on +41 44 857 22 33.

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#### Products and Services

Process technology for the processing of fruit and vegetables into juices, concentrates and purees production, for brewing solutions, for filtration, for milk powder production, for vacuum drying of liquid and solid products, freeze drying of coffee, tea, fruit, vegetables, etc. Technology for the dewatering of municipal and industrial biosolids and the filtration of drinking water.

#### Products

Fruit reception lines, mills and crushers, mash heaters, hydraulic presses, extractors, membrane filtration equipment, cold block equipment, adsorbers, ion exchangers, evaporators, dealcoholisation and aroma systems, pasteurisers, CIP systems, vacuum and freeze drying cabinets and belt dryers, zeolite adsorbers, complete processing lines, tank farms, storage and processing tanks, mixing and dosing stations

#### Services

Bucher customer portal and digital services, process development and project engineering, assembly and commissioning, technical support, original spare parts, inspection and maintenance, test centers, Bucher Academy