

Retail Services



METTLER TOLEDO Service

Ensure Compliance

Minimize Downtime

Increase Profitability

Software Care

Ensure Uptime and Success

METTLER TOLEDO

Remote Services & Software

Improved Operational Uptime

Experience shows that the vast majority of all service situations can now be resolved quickly without an on-site visit, either by telephone, e-mail or secure network connection. Retailers who make use of METTLER TOLEDO's Software Care benefit from higher operational uptime of their equipment.

METTLER TOLEDO Software Care Offering

Coverage*	SoftwareCare Standard	SoftwareCare Comprehensive
Remote Support <ul style="list-style-type: none"> Provides support and technical assistance via remote methods such as telephone, email, chat and remote connection tools Fast and efficient help for set-up and operational issues Quick response and resolution times Minimizes disturbance of normal business processes 	●	●
Software Evolution – Updates and Upgrades <ul style="list-style-type: none"> Notification and access for new software releases Improves software and system reliability and uptime Compliance with changing regulations and standards Enhancements to functionality for more efficient operations 	●	●
Software Deploy Remotely <ul style="list-style-type: none"> Scheduled, controlled and efficient electronic distribution of updated software Timely and cost-effective software deployment Ensures that software updates are quickly leveraged 	●	●
Software Deploy OnSite <ul style="list-style-type: none"> Professional software updates and setup by factory-trained technicians Service Engineer testing of system operation to confirm reliable operation 		●
Repair OnSite <ul style="list-style-type: none"> Hands-on support to ensure proper software and system operation Supervisor and user familiarization with new functionality 		●

*Software Care services are not available in all regions. Please contact your METTLER TOLEDO sales representative for more information.



Software is one of the most important components of an efficient weighing system. METTLER TOLEDO provides a number of flexible and user-friendly software solutions for price and item management, scale management, and marketing to shoppers. Software Care ensures that these systems are reliable and up-to-date and that you receive support when needed.



Ensure Compliance

Software Care ensures you are always notified of a new software release, delivering consistent regulatory compliance throughout the lifecycle of your equipment.



Minimize Downtime

Ensure your software and systems remain in top operating condition, avoiding potential issues before they affect your business.



Increase Profitability

Increase business profitability with efficient operations that leverage up-to-date software, new functionality and readily available professional support.

Software Care Services

For Increased Uptime and Security

METTLER TOLEDO Software Care is a bundle of services that are available as an annually-renewed software support agreement, ensuring enhanced software and system performance with increased uptime. New software releases are made available for deployment remotely by the METTLER TOLEDO Service team, provided electronically for download, or may optionally be deployed on-site by a certified METTLER TOLEDO Service engineer.



Software Care Services

Software Care includes Remote Support, Software Evolution updates and Software Deployment. These bundled services provide assurance that your METTLER TOLEDO software always functions at peak performance.



Security Guaranteed

These services compliment your existing policies and network infrastructure so that you stay in full control over data and security throughout your enterprise. If preferred, you can choose to deploy updates yourself.



Total Visibility

Software Care is defined by a Software Support Agreement (SSA), End User License Agreement (EULA) and Service Level Agreement (SLA) designed to meet your needs and give you complete visibility and control.

www.mt.com/service

For more information

METTLER TOLEDO Group
Retail Division
Local contact: www.mt.com/contacts

Subject to technical changes
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