

Faraway, so close

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Category: [Industry, Real Estate & Construction](#)

Press release from: [KRÜSS GmbH](#)

Quicker, more convenient and safer software support thanks to desktop sharing

Immediate help via the Internet: after a successful test phase KRÜSS (kruss.de) can now offer remote support for your KRÜSS software – from computer to computer with simultaneous phone contact. An Internet connection between the customers computer and the support office in Hamburg makes it possible.

The test phase with more than 50 applications has shown that technical problems can be investigated quickly and efficiently with desktop sharing. It is not always possible to clarify a problem immediately by direct access, but in every case it makes a contribution to limit and remediate faults and in this way minimizes both down time and unnecessary instrument transport.

== KRÜSS GmbH ==

Improve precision. Optimize processes. Achieve perfection.

The highly specialized field of surface chemistry defines a growing need for more efficient measuring technology.

And KRÜSS is advancing: more than 200 years' dedication to scientific research, more than 50 years' dedication to measuring surface tension. We develop process-compatible measuring instruments to respond to scientific research trends. The decisive factor is vision: setting goals, defining paths, monitoring success.

Expertise in precision engineering has been complemented by electronic know-how. Today, each system is continuously optimized by the ongoing integration of innovative software and technology and all instruments are developed and produced by the KRÜSS team of specialists. An established network of KRÜSS owned subsidiaries and exclusive representatives ensures worldwide sales and professional advice.

This means development and installation in the shortest possible time. As soon as the need arises, we start working on a solution with innovative techniques for precise results. We offer world-class production, sales, and service.

We also explore new territory together with our customers in applying measuring techniques. We work together to research new developments and possibilities to guarantee quality, process control, product development, and process optimization.

You're looking for solutions - we're looking for new challenges. And the power of innovation and customer orientation are key factors guaranteeing long-lasting success. That's why the experiences of thousands of satisfied users are reflected in every KRÜSS instrument.

KRÜSS GmbH
Wissenschaftliche Laborgeräte
Borsteler Chaussee 85-99a
D-22453 Hamburg / Germany
Tel.: +49 - 40 - 51 44 01 - 0
Fax: +49 - 40 - 51 44 01 - 98
E-mail: info@kruss.de
Internet: www.kruss.de

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