



# Snap Support™

by Stora Enso

Smart remote assistance and  
collaboration platform

# Target Audience & Benefits



## Designed for...

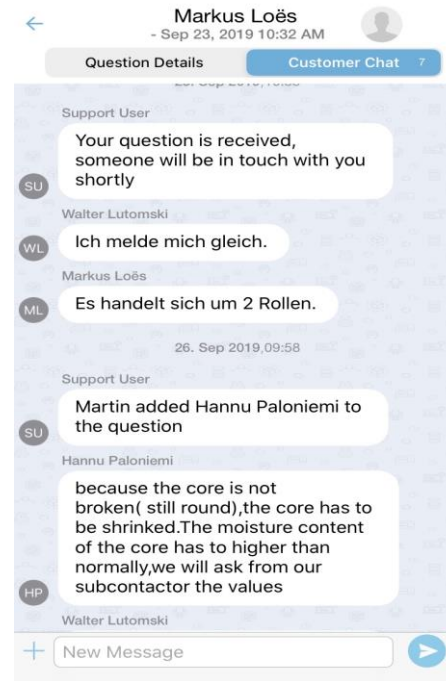
Printers and converters who utilize Stora Enso products in their processes

Technical Teams based in different locations cooperating remotely

## Provides...

- Fast troubleshooting - direct access to independent of location or time zone
- Efficient resolution – avoid slowdowns or shutdowns, return customer processes to normal
- One single point of contact independent of topic
- Quicker & better feedback increases efficiency in technical processes
- Available in multiple languages

# How does SnapSupport work ?

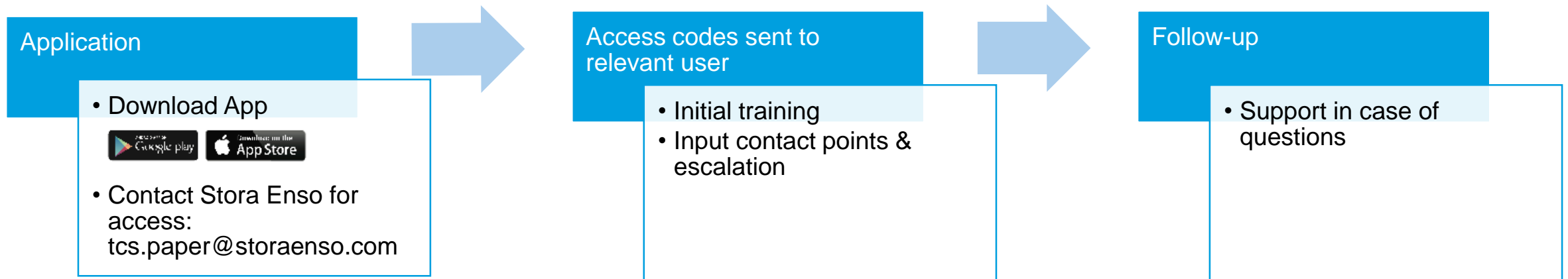


1 Ask a question using the Snap Support App by Stora Enso

2 ChatBot identifies issue, provides known answers & identifies escalation

3 Snap Support connects experts through chat or video

# How to sign up (process)



Note: APP can be downloaded by anyone, but sign up process needed. Stora Enso keeps the right to deny access.



Thank you!

Please arrange a demonstration through your Stora  
Enso sales representative or send an email to:  
[tcs.paper@storaenso.com](mailto:tcs.paper@storaenso.com)