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**FOR IMMEDIATE RELEASE**

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## **PCMC launches Accelerate Live field service troubleshooting app** *Collaborative app helps customers get their machines back up and running quickly*

GREEN BAY, Wis. – Nov. 5, 2019 – Paper Converting Machine Company (PCMC), part of Barry-Wehmiller, has launched Accelerate Live, a mobile app that enables machine inspection and troubleshooting in the field, providing quicker service for customers.

Accelerate Live creates a fully collaborative live environment with an instant audio/video connection between the customer facility and PCMC technicians and engineering experts. Through the use of a tablet, both participants can draw in a relative 3-D space to facilitate the troubleshooting and diagnostic process.

“When our customers’ equipment is down, we realize they don’t have time to wait for service,” said Noah Kellermann, Field Service Training Leader for PCMC. “With Accelerate Live, we can offer a rapid response to equipment issues to get machines back up and running quickly.”

Accelerate Live is a subscription-based service that works through a PCMC-provided tablet and noise-canceling Bluetooth headphones. It was developed to connect in industrial facilities that have low-bandwidth Wi-Fi.

“We’ve done extensive testing to ensure call quality is clear and effective,” said Kellermann. “Feedback from our service technicians and our test group of customers helped us enhance our offering to provide the right technology and tools, and ultimately deliver the exceptional service that customers have come to expect from PCMC.”

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### **ABOUT PAPER CONVERTING MACHINE COMPANY (PCMC)**

Paper Converting Machine Company (PCMC) specializes in the design and manufacture of high-performance converting machinery for the tissue, nonwovens, package-printing and bag-converting industries worldwide. Our comprehensive product offerings include rewinding, laminating, printing, embossing, perforating and packaging equipment for tissue and towels; folding and converting machines; and a complete range of flexographic printing presses and laser anilox cleaners, serving the flexible-packaging, prime-label and carton-converting industries. For more about PCMC, which is part of Barry-Wehmiller, go to [pcmc.com](http://pcmc.com).

### **ABOUT BARRY-WEHMILLER**

Barry-Wehmiller is a diversified global supplier of engineering consulting and manufacturing technology for the packaging, corrugating, sheeting and paper-converting industries. By blending people-centric leadership with disciplined operational strategies and purpose-driven growth, Barry-Wehmiller has become a \$3 billion organization with nearly 12,000 team members united by a common belief: to use the power of business to build a better world. CEO Bob Chapman shares the story of the company’s transformation in his book, *Everybody Matters: The Extraordinary Power of Caring for Your People Like Family*. To learn more, go to [barrywehmiller.com](http://barrywehmiller.com).

