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# PRESS RELEASE

## **Cemen Tech CONNECT: Company Announces UK Launch of Remote Video Technical Support Platform**

*Web-based mobile video platform provides Cemen Tech customers with free real-time field support and parts needs.*

**Indianola, Iowa. 23 March, 2020:** [Cemen Tech](#) announces the availability of Cemen Tech CONNECT in the United Kingdom—an industry exclusive web-based video technical support system. Available at no cost to Cemen Tech equipment owners, this robust mobile platform provides a direct real-time video connection for customers to field support experts with multi-party video calling, 2-way screen annotation and content sharing capabilities.

Cemen Tech CONNECT allows real-time video field support at the push of a button. Users are immediately connected to a field support expert via live video calling, who can then assist with troubleshooting, part identification, field evaluations and more. Live multi-party video calling gives users the ability to share content (pictures, video, parts manuals, etc.) across multiple screens, and on-screen annotation allows users to draw, point or circle right on the screen for simplified communication. Field support experts can then provide information for ordering necessary parts or problem resolution.

“Our support team is comprised of some of the most knowledgeable men and women in the volumetric mixing industry and we hope during a time when everyone is limiting on-site visits, CONNECT can give Cemen Tech customers the confidence in keeping their equipment in working shape,” says Connor Deering, CEO/President of Cemen Tech. “One of the biggest challenges in providing phone support to customers is ensuring a common understanding of the issue. Cemen Tech CONNECT allows our technical experts to visually be in the field with our customers, to understand problems faster, outline routine maintenance procedures and provide the information and support necessary to get our customers back up and running. Cemen Tech CONNECT makes it feel like they are right there with you. When we pair Cemen Tech CONNECT with our next day parts program, we are doubling-down on our commitment to our customers’ success.”



In approximately the next 30 days, in addition to Cemen Tech volumetric mixers CONNECT will also have the capability of doing problem resolution and parts orders through Volumech on multiple volumetric mixer brands such as Armcon, Bay-Lynx, Omega, Proall, Reimer, and Roadmaster.

Cemen Tech is the first manufacturer in the volumetric market to offer real-time video support services. Cemen Tech CONNECT is available exclusively—and at no cost—to Cemen Tech users as a value added service, and can be downloaded from the Apple or Android app stores on your preferred mobile device.

For more information on Cemen Tech CONNECT and Cemen Tech's volumetric concrete production solutions, visit [www.UK.CemenTech.com](http://www.UK.CemenTech.com).

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#### **About Cemen Tech Inc.**

Cemen Tech, Inc. has 50 years manufacturing and engineering experience in the volumetric mixing industry. As the industry leader, the company provides the highest quality concrete mixers to its customers. Cemen Tech currently operates in over 60 countries, services mixers across the globe, and supplies equipment to the United States military. Cemen Tech believes that people, businesses, and communities around the world should have the infrastructure to access clean water, to transport goods and services, and to reliable housing. Their products provide the foundation and stability to meet the needs of a growing world in an environmentally conscious way. [www.UK.CemenTech.com](http://www.UK.CemenTech.com)