

DIGITAL SERVICE SOLUTION FOR MEDIUM-SIZED MECHANICAL AND EQUIPMENT ENGINEERING



The **EquipmentCloud®** is an agile IIoT platform for service and after-sales in medium-sized mechanical and equipment manufacturing. Various user-friendly apps provide users with all relevant information regarding their machines and equipment centrally on one platform. Operators and manufacturers benefit significantly from this digital networking to the products in the field.

A shared view of all the information, required when servicing, not only saves a lot of time, but also costs and increases customer loyalty at once. For the users of **EquipmentCloud®**, the solution is thus a future-proof, digital service platform that continues to develop in an agile and customer-centric process.

Benefit from **EquipmentCloud®** as your catalyst for new after-sales and business models.



INCREASE SERVICE
EFFICIENCY



RELIEVE
EMPLOYEES



OPTIMIZE
PROCESSES



REDUCE
COSTS

THE APPS – INTERACTIVE AND APPLICATION-ORIENTED



EQUIPMENTHUB

- ▶ Master data management
- ▶ Supplier Management
- ▶ Smart overview with immediate access to all relevant information
- ▶ Creation and retrieval of logbook entries



EDOCS

- ▶ Digital document management
- ▶ Support of various file formats (HTML, pdf, doc, etc.)
- ▶ Global sharing and mapping to machines, types or hierarchies
- ▶ Quick file retrieval and download



OPENISSUES

- ▶ Structured and clear overview of all current jobs
- ▶ Transparent and detailed tracking within the team and with the customer
- ▶ Functional filtering and reporting options
- ▶ Automatic notification



WORKFLOWS

- ▶ Scheduling of complex workflows
- ▶ Checklist creation with predefined parameters
- ▶ Processing and documentation of jobs in digital checklists
- ▶ Mobile processing of checklists



MAINTENANCE

- ▶ Maintenance calendar with automatic notification function
- ▶ Cyclical, preventive maintenance and servicing
- ▶ Execution of maintenance plans by means of checklists



MONITORING

- ▶ Machine data monitoring
- ▶ Systematic evaluation and notification of alarms, statuses, process values and throughput
- ▶ Determination of production-relevant key figures
- ▶ Basis for preventive and predictive maintenance



SOFTWARECENTER

- ▶ Management of installed software versions
- ▶ Creation, release and rollout of software packages
- ▶ Direct download



KNOWLEDGEBASE

- ▶ Digital knowledge database with intelligent search function
- ▶ Documentation and evaluation of user-related approaches, incl. comment function
- ▶ Continuous improvement process (CIP)



SPAREPARTS

- ▶ Spare parts management
- ▶ Integrated parts catalog with shopping cart function
- ▶ Quick overview with order history
- ▶ Automatic status notification



DEVICEMANAGEMENT

- ▶ Management of all IoT gateways in the field
- ▶ Status and operational data monitoring
- ▶ Logging of relevant process data
- ▶ Software and operating system updates and bulk processing worldwide



PROACTIVE SERVICE BY SMARTPHONE

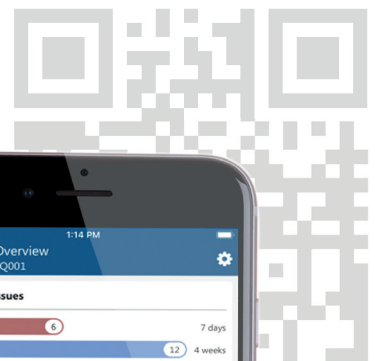
The mobile app for the Android and iOS operating systems is the digital enabler to implement proactive service in your company. Access to the service portal via mobile devices simplifies communication in your service team and enormously accelerates the reaction time in the event of service for your customer.

The intuitive and powerful app supports manufacturers and users:

- ▶ Native app for Android and iOS
- ▶ All information available globally at any time
- ▶ Always up to date with push notifications
- ▶ Quick machine identification via QR code

AGILE DEVELOPMENT

The **EquipmentCloud®** is being further developed constantly and dynamically with the help of Scrum. This form of agile software development makes it possible to continuously react to the new requirements of the customer and the market and to be strategically oriented in the long term. The new apps and extended range of functions are based on our customers and users who are directly involved in practical applications.



BENEFITS



FOR YOUR MANAGEMENT

- ▶ Offer a fast industry 4.0 solution for your machines
- ▶ Optimize the deployment of your skilled employees and reduce unnecessary travel
- ▶ Increase competitiveness by using digital services



FOR YOUR SERVICE & SUPPORT

- ▶ Enable continuous monitoring of the functionality of machines and components
- ▶ Use the integrated remote service solution with augmented reality and data glasses
- ▶ Expand your service business throughout the entire machine life cycle



FOR YOUR END CUSTOMER

- ▶ Retrieve machine-relevant information at any time in the service and customer portal (on your smartphone)
- ▶ Benefit from early notification of shutdowns or pending alerts
- ▶ Keep an eye on the key figures and jobs of your machines and react immediately

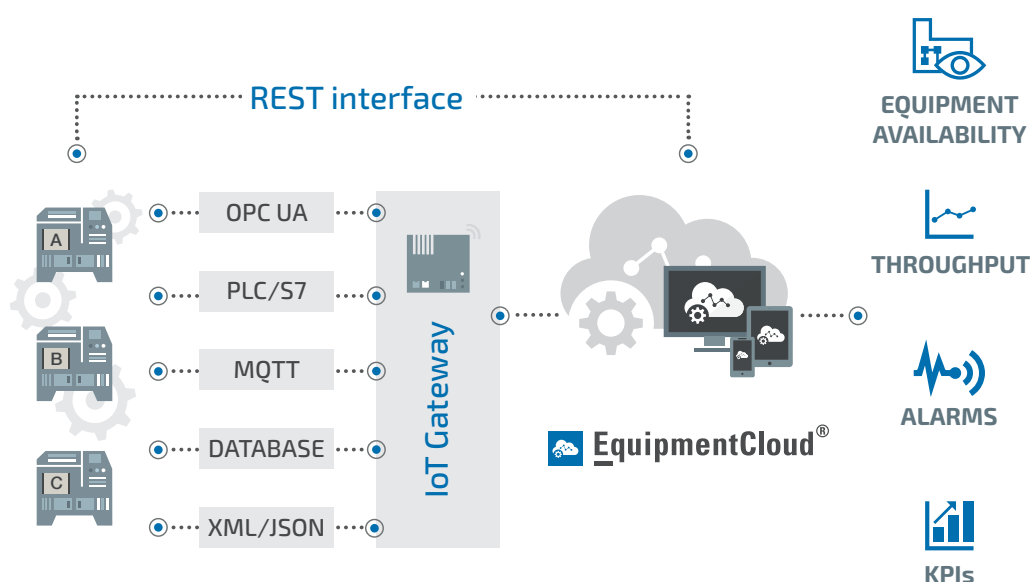
FLEXIBLE DATA INTEGRATION

The data integration of machines and systems in the **EquipmentCloud®** has a modular structure, can be flexibly expanded and can be implemented in a variety of ways. Documented RESTful APIs, which each user can use for a direct, web-based data connection, are available for all applications.

Another interfacing option is implemented via an external IoT gateway that supports common industrial interfaces and protocols. This is feasible without access to the local network.

Optionally, data from third-party systems can also be seamlessly integrated into **EquipmentCloud®** via flexible interfaces. Thus, master data, machine hierarchies from existing ERP systems, information from ticket systems or the login via Active Directory can be used.

Alignment with existing systems is automated and takes place according to individually defined cycles. This significantly reduces the manual maintenance effort.



"The digital workstation will enable us to make the EquipmentCloud® much more dynamic and user-specific in the future. We are very pleased that the desire expressed by DAS Environmental Expert is being fulfilled so quickly."

Rainer Schmidt, Team Leader of Software Development
DAS Environmental Expert GmbH



THE DIGITAL WORKPLACE – INDIVIDUAL AND DYNAMIC

Personalized dashboards with dynamic widgets offer users of the **EquipmentCloud®** the opportunity to set up their digital workstation individually and functionally. Lists, links apps, evaluations, alarms, news or open tasks for daily work can be dragged and dropped onto the digital workstation in just a few steps.

Advantages for the user:



QUICK OVERVIEW OF MOST
IMPORTANT KEY FIGURES



INTUITIVE
NAVIGATION



REAL-TIME INFORMATION
WITH RELEVANCE

OPTIONAL EXTENSIONS

REMOTE ASSISTANCE

- ▶ Live support by interactive video telephony via smartphone, tablet or data glasses
- ▶ 24/7 immediate assistance regardless of location
- ▶ Call history incl. shared files and chats
- ▶ Reduce operating costs by avoiding travel expenses

BRANDING PLUS

- ▶ Company specific URL address
- ▶ Embedding in existing company homepage and design
- ▶ Use **EquipmentCloud®** as white label solution for customer portal



CONSULTING &
REQUIREMENTS ENGINEERING



PROJECT MANAGEMENT &
TRAINING



SOFTWARE DEVELOPMENT



FLEXIBLE, GLOBAL SERVICE &
SUPPORT



SUPPLY OF HARDWARE FOR
CONTROL & IT SYSTEMS



ON-SITE INSTALLATION &
COMMISSIONING

► KONTRON AIS GMBH

We set the benchmark in industrial software. For more than 30 years and with a growing team of 160 employees, we have been providing solutions for machine and plant manufacturers as well as factory operators to break new ground in automation and thereby substantially reduce costs. Together with our customers, we develop concepts for smart manufacturing and Industry 4.0, helping to implement intelligent digitization strategies successfully.

As part of the Kontron Division in the S&T Group, we offer integrated concepts for control & IoT hardware as well as project management, service and support through a global network of regional centers.

With our scalable, cloud-based service platform **EquipmentCloud®**, we enable the plant and mechanical engineering industries to adapt to digital transformation and incorporate new business models and service products into their strategy.