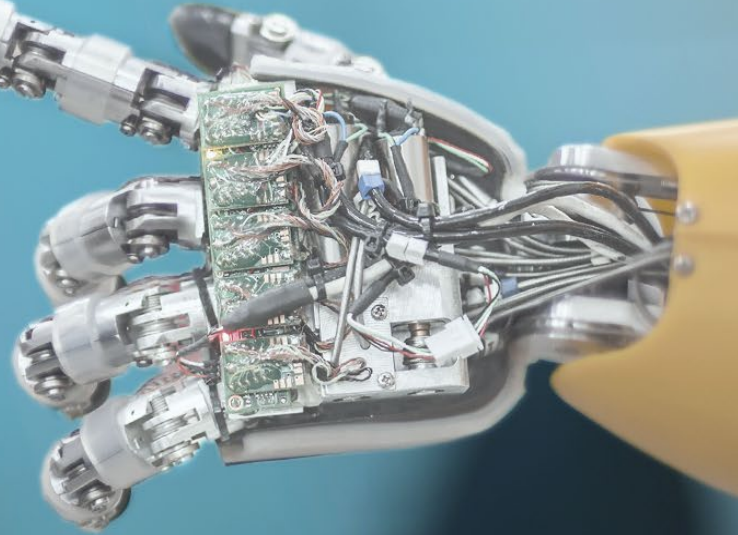


SCS – Smart & Connected

Industrie 4.0 Service Application



Innovate your service!

At the edge of tomorrow.

Ever since the invention of the steam engine, customers have waited until their machine has malfunctioned before looking for an answer to the problem. However, advancing technology has made it possible to continuously adjust and improve repair and service intervals. The latest development in this story involves networking industrial equipment and exchanging data via the Internet, something that is also referred to as Industry 4.0 – or Industrial Internet of Things. Based on Industry 4.0 and the Internet of Things, Smart Connected Services (SCS) offers you intelligent innovations for your business! SCS allows you to identify machine breakdowns before they occur and supports you and your customers with an optimized service and distribution process. With these advantages, SCS helps you achieve higher customer satisfaction and increased profitability – for both you and your customers.

Simple and innovative service – SCS delivers your solution from a single source!

- High customer satisfaction
- Effective service and efficient distribution



Your benefits with SCS

Manage complexity, increase efficiency.

As a solutions partner for strategy and implementation, SCS provides you with a unique total package, offering everything from a single source. With expertise across a wide range of fields and technologies, as well as consistent process knowledge, we can help you get your service ready for the future.

- Carry out your service calls in a smooth and structured process. (Module 1)
- Data from your machines is automatically gathered and transferred to the cloud by SCS. (Module 2)
- A malfunction analysis and forecast is created based on this data. (Module 2)
- SCS quickly and clearly calculates when preventive maintenance will be due.
- SCS provides an interface to ERP systems for effective invoicing.
- Include your customers in a transparent maintenance process ! (Module 3)
- SCS supports new business models in your company. This is how we are taking the road to Industry 4.0 together.
- SCS ensures customer satisfaction and strong customer loyalty, thus generating additional revenues.

SCS – at the edge of tomorrow.

production! Use an innovative approach to manage your service with SCS.

The Modules



SCS planning

Optimal back-office support and cutting edge intelligent service technician assistance capable of running offline.



SCS analytics

Comprehensive data concept – For the world of tomorrow!
Integration of non-intelligent field devices



SCS connect

An intelligent service product for your customers.
Includes a unique end customer app!

For our customers

For our customers' customers

Based on the latest technology with an intuitive user interface

1. SCS planning: This module is centered around mobile after-sales service. It provides optimal coordination of information flows. Classic service management tools, such as installation management and maintenance/service contract management, are seamlessly integrated with mobile information supply. Service employees always have the latest version of necessary customer information, technical documentation, instructions and complete object histories close at hand. In combination with the enhanced resource planning options for service personnel, we increase the effectiveness and efficiency of your service department. Media disruptions and accompanying delays or errors can be avoided.

- Ticket system
- Resource planning
- CRM data
- DMS plus
- Geographic mapping
- Product relationship management
- ERP interfaces
- Process support
- Paperless solution
- Intelligent Service
- OneClick Support button
- Signature authorization

2. SCS analytics: Based on the "SCS planning" module, this module includes automated machine communication as an added function. The machines continuously transmit their data to our cloud-based solution, where the data is then analyzed and evaluated. This ensures constant equipment condition monitoring and allows a proactive approach to service.

- Acquisition of machine data
- Evaluation and analysis
- Online monitoring
- Full interface support
- Optimal connectivity
- Threshold analysis
- Ticket activation
- Predictive maintenance
- Integration of non-intelligent devices

3. SCS connect: "SCS connect" creates greater transparency for your customers. The customer receives a service app with all relevant machine data and information about the next scheduled service date. Additional scenarios are possible thanks to the dynamic flexibility of SCS.

- User app
- Dedicated customer-specific branding
- Specially adapted for the end customer
- Makes service information available
- Online monitoring
- Optimal service support
- Integration in all service processes
- Ticket system for the end customer
- Predictive maintenance support
- ERP integration
- Marketing tool
- Online information system



SCS is ...

- ✓ cloud-based
- ✓ truly mobile on all devices
- ✓ internationally deployable
- ✓ adaptable
- ✓ easy to maintain
- ✓ open to all ERP systems

Achieve higher customer satisfaction with SCS thanks to automatic resource planning.

Your processes will be simpler and more efficient.

www.scslive.com

