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Kontron AIS GmbH

EquipmentCloud®

Digital Transformation Solution for Service and After-Sales in Mechanical Engineering

EquipmentCloud® is the agile service and after-sales digital transformation solution for medium-sized machine and equipment manufacturers. It allows you to optimize your processes, improve customer loyalty and enable new data-based business models – all in one place, easily and efficiently.

With configurable, easy-to-use modules, you can digitalize and scale your individual use cases step by step. With all your information in one place, you can save time and money while increasing customer loyalty. Lay the foundation for a successful digital transformation of your service and after-sales from a cost center to a profit center and take your business to the next service level.

Your 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 better customer loyalty

For your service and support

❯ Enable continuous monitoring of your 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 any mobile device

❯ Benefit from early notification of shutdowns or pending alerts

❯ Keep an eye on the KPIs and jobs of your machines and react immediately

Proactive service via smartphone

The mobile app for the Android and iOS operating systems is the digital enabler for implementing proactive service in your company. Access to the service portal via mobile devices simplifies communication in your service team and speeds up the response 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. Agile software development allows us to respond quickly to new customer and market demands and ensure long-term strategic alignment. The development of new modules and functional enhancements is customer- and user-centered.

Flexible data integration

The data integration of machines and systems in the EquipmentCloud® is modular, extensible 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 modules.

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.
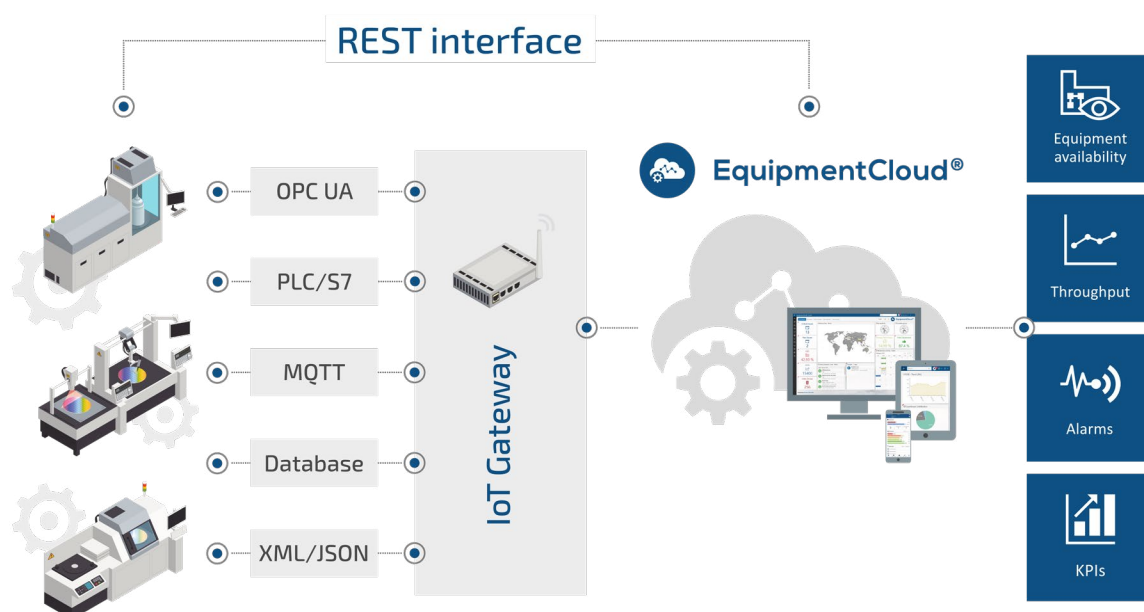
The modules – interactive and application-oriented

EquipmentHub
› Master data and components management
› Machine configuration
› Contact management
› Journal with templates

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
› Subscription feature

Workflows
› Scheduling of complex workflows
› Checklist creation with predefined parameters
› Assignment of responsibilities
› Mobile processing of checklists

Maintenance
› Maintenance calendar with subcription feature
› Preventive and predictive maintenance and servicing
› Execution of maintenance plans by means of checklists and ad hoc repairs

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

SpareParts / SpareParts Pro
› Spare parts management
› Integrated (3D) spare parts catalog with shopping cart function
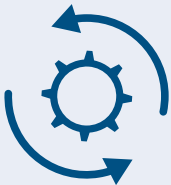› Quick overview of order history and order tracking
› Optional ERP connection

Devicemanagement
› Management of IoT gateways in the field
› Establishing temporary remote connections
› Efficient fleet management for mass updates with templates
› Encapsulate customer applications in containers

Build data-driven business models

Optimize processes

Improve customer loyalty

Reduce costs

The digitale workplace – individual und 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 smart-phone, 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

„Live monitoring, KPIs and factory overviews in the EquipmentCloud® support us as Stürtz Maschinenbau in building a digital service. Our customers in window manufacturing can thus react quickly and appropriately to changes in production."

Ron Römer,
Service Manager, Stürtz Maschinenbau GmbH

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Kontron AIS GmbH

Kontron AIS GmbH sets the benchmark in industrial software – for more than 30 years and with an experienced team of over 250 employees. The proven software products and customized digitalization solutions enable machine and equipment builders as well as factory operators to break new ground in automation and secure long-term competitive advantages. Together with its customers, Kontron AIS implements worldwide cross-industry, intelligent digitalization strategies and solutions for the smart manufacturing of tomorrow.

As a subsidiary of the Kontron AG, Kontron AIS offers integrated, end-to-end IoT concepts consisting of hardware and software as well as worldwide project management, service, and support thanks to a global network.

Software Development

Consulting and Requirement Engineering

Project Management and Training

Supply of Hardware for Control and IT Systems

On-Site Installation and Commissioning

Flexible, Global Service and Support

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