



EquipmentCloud®

The Customer Portal for Mechanical Engineering

EquipmentCloud® is the agile digital customer portal 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

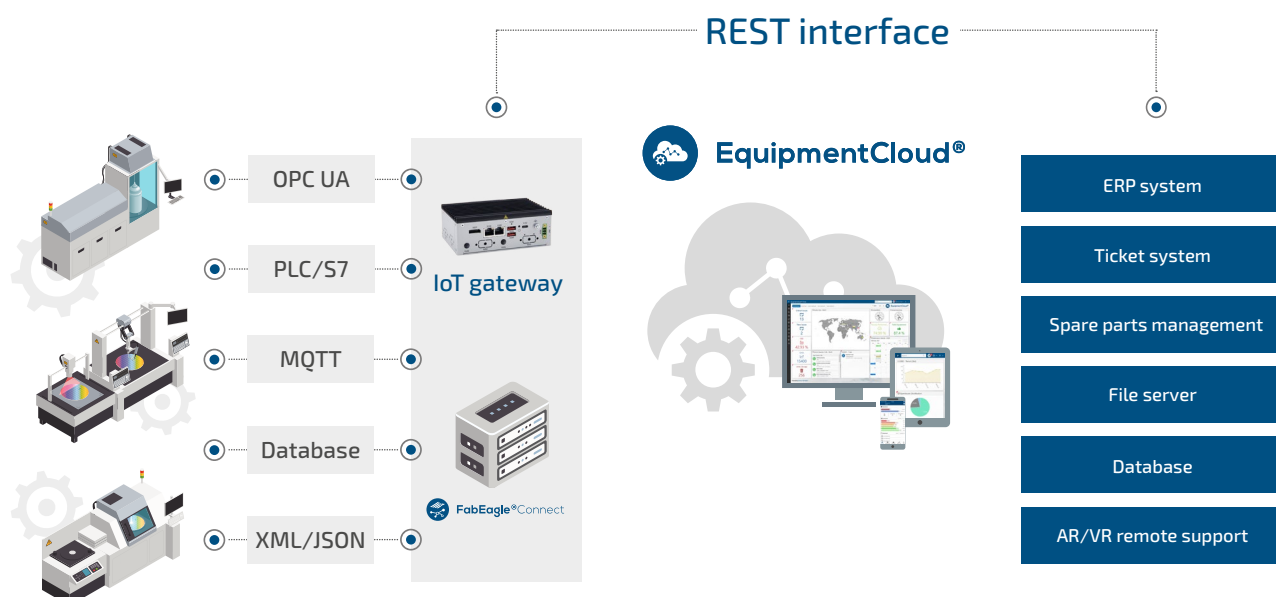
- Retrieve machine-relevant information at any time in the service and customer portal on any mobile device
- Benefit from early notification of shutdowns or pending alerts
- Keep an eye on the KPIs and jobs of your machines and react immediately

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.





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

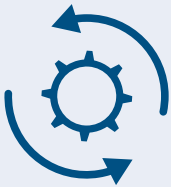
The EquipmentCloud® is being further developed constantly and dynamically with the help of Scrum. Agile software development allows us to respond quickly to new customer and market demands and ensure long-term strategic alignment. The development of new modules and functional enhancements is customer- and user-centered.



The digitale workplace – individual und dynamic



Build data-driven business models



Optimize processes



Improve customer loyalty



Reduce costs

Manufacturers and operators benefit from easy and secure access enabled by domain-based single sign-on and flexible multi-factor authentication. 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 into the existing company homepage and custom CSS design for both web and native apps
- › Use EquipmentCloud® as white label solution for customer portal



„At ruhlamat, we have been providing automation solutions for the automotive, medical, alternative energy and card and passport systems industries for over 30 years. The EquipmentCloud® gives our customers direct and transparent access to all system information from development to operation. Our goal is to increase revenue with digital value-added services, without hiring additional staff.“

Richard Stegmann,
Manager Digital Solutions, ruhlamat GmbH

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 subscription 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



Device Management

- › Management and monitoring of IoT gateways in the field
- › Establishing temporary remote support connections
- › Efficient fleet management for mass updates with templates
- › Deploy Docker containers or native customer applications

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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