

The only industry 4.0 service tool in the sector

## Vecoplan Live-Service: everything in view even from outside

# The best service tool for customers!

The only one of its kind on the market! Tailored to the requirements of complete implementation of Industry 4.0. New, customer-focused, state-of-the-art system fully developed by Vecoplan to replace the previously used teleservice.

Key features of the Live Service: Online access to further components (e.g. operating console, frequency converter), optimised online error analysis, detection and elimination, use of current online features (live-cam, remote online, chat, conferences, real-time data, etc.)



# Fully programmed for service

All Live Service features are designed to provide Vecoplan customers with the best possible services and support. Because the tool is based fully online, our service team can provide the necessary support quickly, easily and competently anywhere in the world. This safeguards production processes and ultimately supports optimised profitability.

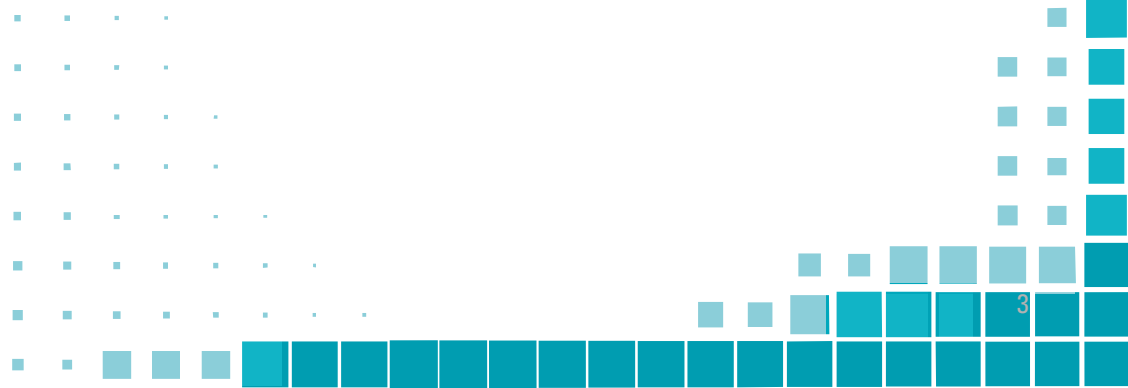
## The key benefits for costumers:

- Fast online support from Vecoplan
- High machine availability, minimised downtimes
- Reduced waiting times, fewer maintenance visits
- Increased quality of work
- Protection against machine and system damage, investments are safeguarded



„With the Live Service Vecoplan offers fast and uncomplicated help in the faults that have occurred. Also in the future we would like to profit from the good service and the technical consulting.“

For a well-known customer in the plastic industry Vecoplan has successfully implemented the Live-Service.





## Implemented by Vecoplan:

- Live Service hardware and software including interfaces
- Connection to hardware/machine control system
- Configuration of machine data and maintenance manager
- SIMATIC-tunnel setup
- Creation of the network environment
- Connection to previous BUS structures
- Development of a retrofit kit (Connect Box)
- Customer and staff training

## To-dos before implementing

- Integration of the Live Service tool in all Vecoplan machines and systems
- Making it available for existing machines and systems as well
- Adaptation to national and international standards
- Adjustment to different WLAN connections, customer networks, UMTS, etc.



# With strong live service features



## Service Request

- Service requests with just a click
- Immediate online support



## Analyse Tool

- Remote access to control, FC, operating console
- Real-time analysis, error detection and elimination



## Conference Center

- Use of live images (by webcam)
- Quick clarification of complex matters



## Service Report

- All machine and system-related data and documents are easily and immediately retrievable online



## Maintenance Manager

- List of all maintenance processes
- Timely maintenance reminders

# Special features



## Service App

- Submit a service request easily by smartphone
- Have machines and systems within easy view at any time



## Alarm Manager

- Defined events trigger the alarm
- Machine and system problems are reported directly



## Smartglasses

- Vecoplan sees "through the eyes of the customer"
- Important information can be shown to the customer



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