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# Digitize your Customer Service TODAY

Solutions designed by **ADTANCE**

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# About us

## Who is ADTANCE?

We are a fast-growing, internationally operating software and infrastructure company, which in the age of Industry 4.0 is specialized in the digitization of After-Sales-Service.

We have set us the goal of creating a comprehensive, integrated platform for the digitization of After-Sales-Service for the automotive industry, plant and mechanical engineering and other industries. You should be able to find and use everything you need on one single platform, from resource planning and machine management to predictive maintenance solutions. We achieved this goal with the ADTANCE Smart Service Platform. Within this platform, you can access various modules as needed. In addition to a variety of solutions, ADTANCE Support, ADTANCE Workflow and ADTANCE Ticketing can be obtained from this platform for optimized After-Sales-Service.

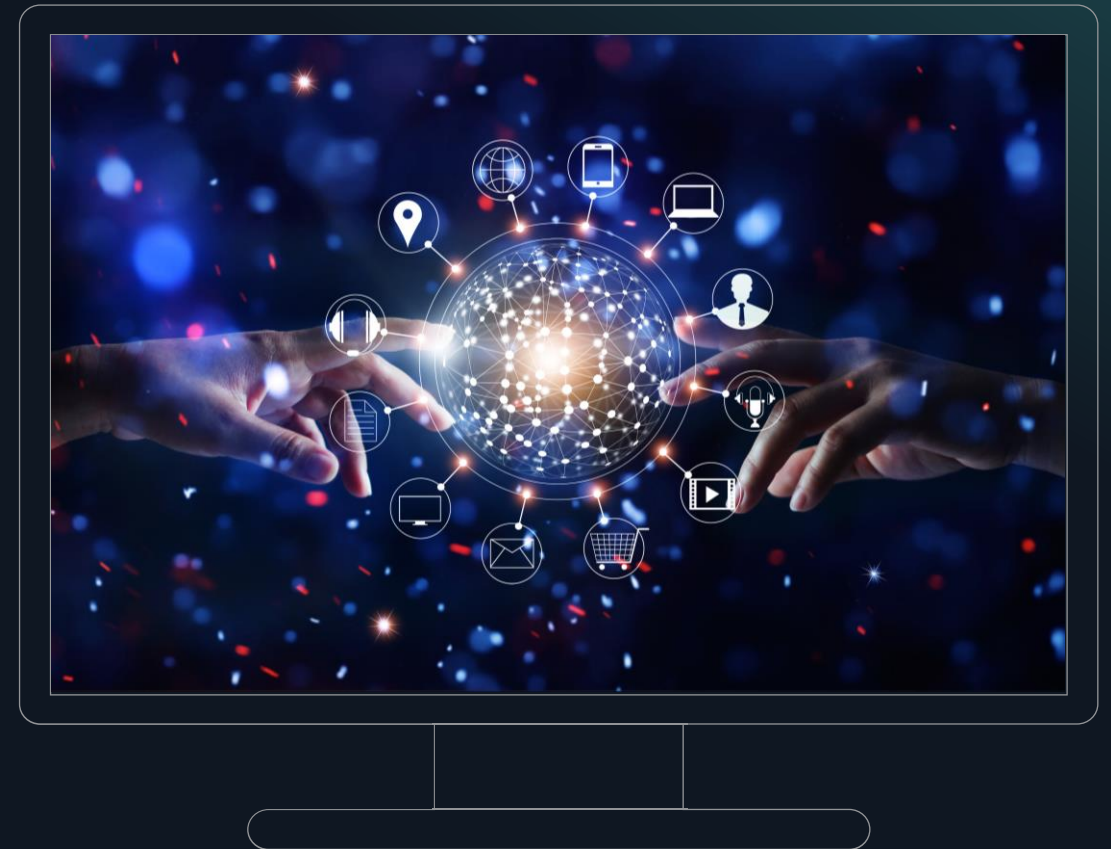




# ADTANCE Smart Service

## One platform – One comprehensive solution

- All customer service solutions of Industry 4.0 centrally combined.
- Offers you individual modules as well as an all-round solution, centralized & integrated in one single platform.
- No need to purchase the right solutions from different providers.
- Only book the services you want to use individually, cancel and add the needed modules at any time.





# ADTANCE Module Solutions

The digitalization of service began with the faith in our minds, and it will do the same in yours.

## Ticketing



Bundling all customer service channels in one system.

## PM



Analysis and evaluation of operational data with predictive maintenance in real-time .

## PVM



Constant observation of processes and machine data through Process Visualization and Monitoring

## Parts



Central and comprehensive management of spare parts and more.

## DMS



Document management in one place.

## Workflow



Easy documentation and recall of work steps.

## Support



Guarantees competent & reliable service from a distance.







# Overview ADTANCE Ticketing

## What is ADTANCE Ticketing?

The ADTANCE Ticketing System is a module within the ADTANCE Smart Service Platform and is able to bundle all your company's customer service channels in one system - whether it's email, telephone, SMS, social media etc. ADTANCE Ticketing is the solution for optimal and efficient problem management. Your employees can process all service issues directly and centrally in the Smart Service Platform and provide customers with all kinds of information such as manuals, new software versions and much more. You can also set up the system so that if your customer does not respond to a problem for 5 days, an e-mail is automatically sent, and the ticket is closed. All changes to tickets and attributes are stored in a revision-proof manner. The information is not lost and can be viewed later via the ticketing history.





## Advantages with ADTANCE Ticketing

- Order, overview and a stronger customer focus
- Organized, efficient and effective problem management
- Process all service issues directly and centrally in one system
- Provide your customer with the demanded and suitable information
- Creates order and clarity
- Integration of other systems like ADTANCE Support or Workflow
- Central, fast access to customer relevant information











# Overview ADTANCE Parts

## What is ADTANCE Parts?

ADTANCE Parts, module, integrated in the ADTANCE Smart Service Plattform offers you a central catalogue system that ensures access to all spare part information. This guarantees smart spare part management for service work on your machine or system in one place. The information is presented in a clearly understandable and structured way and is backed up with pictures of the respective parts. Easy navigation through the catalogue is ensured. You can access desired information and are able to order your spare part with just a few clicks.

View spare part lists, prices of the required spare parts and service documents. All relevant data, documents and information for your maintenance, repairs, servicing and inspections can be accessed 24/7, wherever you are and whenever you need it.



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The robot stand-up  
comedian, the robot  
pilot, the robot sex worker  
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All of these stories seem  
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# ADTANCE DMS

## The uniform solution for your Document Management

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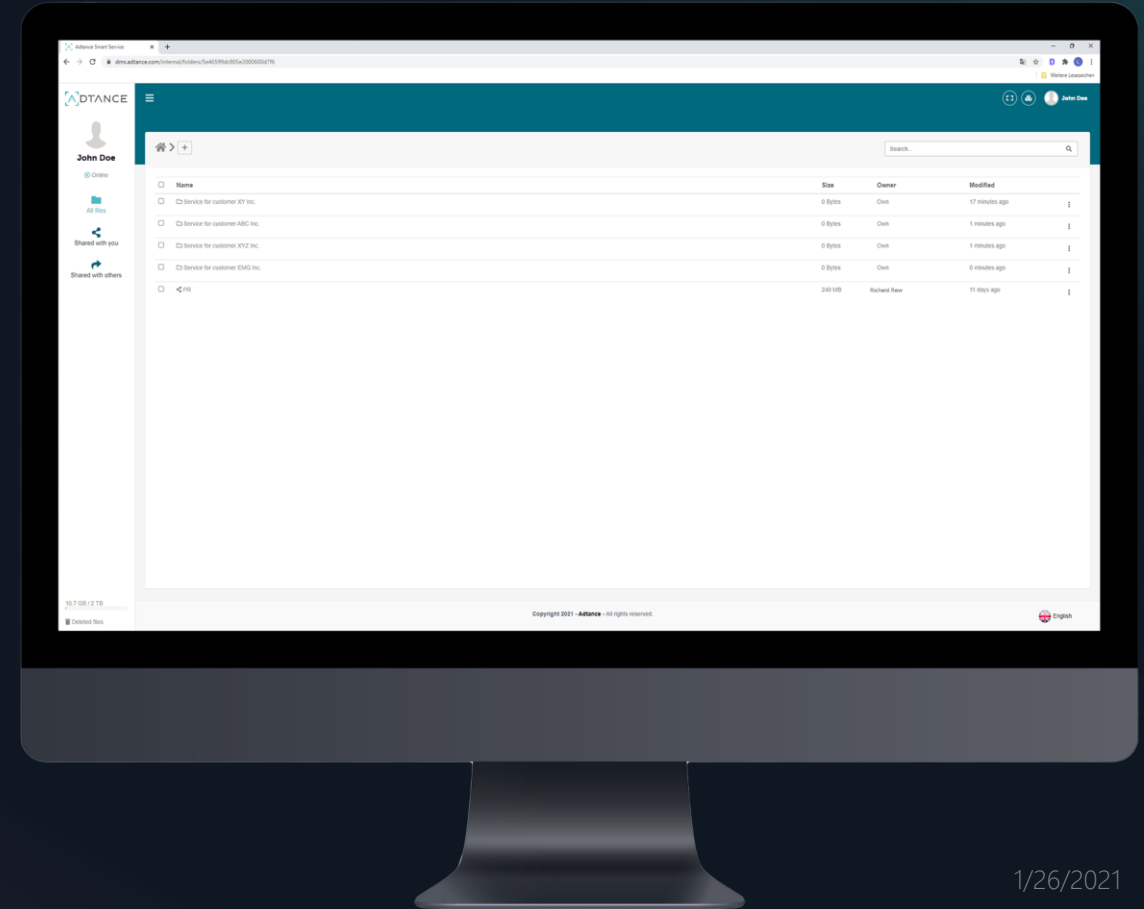


# Overview ADTANCE DMS

## What is ADTANCE DMS?

ADTANCE DMS is another module integrated in the ADTANCE Smart Service Platform. The Document Management System allows you to store all your documents centrally in one place and gives you the option of controlling access rights.

With the corresponding access rights every colleague, partner and customer can access the information relevant to them centrally, at any time and in the latest version. Access can be made through any device, whether it's a tablet, smartphone, data glasses or browser, so you can access the data relevant to you from anywhere.





# Using ADTANCE DMS

Work organized and centralized.



## Storage in one place

- Store all documents in one place
- Set up automated synchronization of your systems



## Grant access

- Grant access only to persons who need it
- Control access rights



## Access information

- Find information easily and centrally
- Access information at any time and place in the latest version
- Access with any device (tablet, smartphone, computer, data glass)



## Trace changes

- Trace changes made to the required document
  - ⇒ changes are revised, documented and older document versions are restored





## Advantages with ADTANCE DMS

- Organized, centralized document storage
- No more storing of documents, data and information in different places and different forms
- No more nerve-racking searches for customer-relevant information
- No more restricted accesses
- No active update of documents necessary due to automatic synchronisation
- More order and clarity
- Access possible with any device



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# ADTANCE PVM

## Monitor processes and conditions of machines and production plants

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# Overview ADTANCE PVM

## What is ADTANCE PVM?

ADTANCE Process Visualisation and Monitoring (PVM) is a further module integrated into the ADTANCE Smart Service Platform. PVM offers the possibility to constantly monitor machines or entire production plants using built-in sensors or additional sensors. The data from the sensors is retrieved for each individual cycle and collected centrally within the Adtance Smart Service Platform. This guarantees reliable condition monitoring.

The status quo of your machine or plant can be visualized and monitored on the basis of the sensors and the adjusted limit and measured values.





# ADTANCE PVM

Always know about the performance of your machines and plants



Monitors your machines and production plants steadily



Calculates limit values completely automatically



Collects sensor data centrally within ADTANCE Smart Service Platform



Provides freely configurable expert and differentiated customer view



Informs service technicians of problems and error messages





## Advantages with ADTANCE PVM

- Always know what the status quo of the machine or plant is
- Enables a quick response to problems and errors
- Measured and limit values can be determined
- Offers the possibility for more detailed analysis
- Process optimisation can be realised on the basis of sensed data



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# ADTANCE PM

## Optimize wear and tear and ensure quick response



# Overview ADTANCE PM

## What is ADTANCE PM?

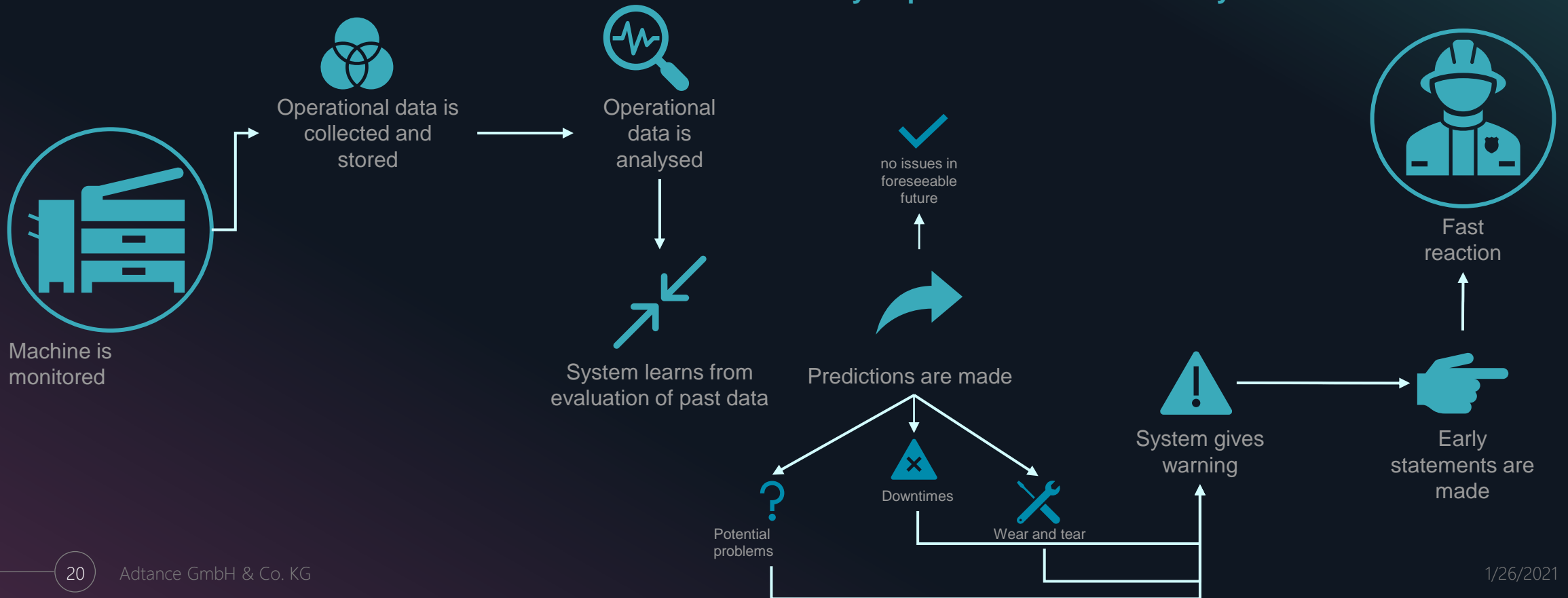
The innovative concept of ADTANCE Predictive Maintenance (PM), integrated in the Smart Service Platform supplements the ADTANCE PVM solution. As well as ADTANCE PVM, PM allows you to analyze and evaluate collected operational data in real time. ADTANCE PM is machine learning based and through data analytics it can learn from the evaluation of past data. Therefore it makes predictions about potential downtime and gives warnings. As a result, potential problems can be identified, early statements can be made, and fast reaction times can be generated.





# ADTANCE PM

Predicts future emerging complications and lets you prevent them before they occur



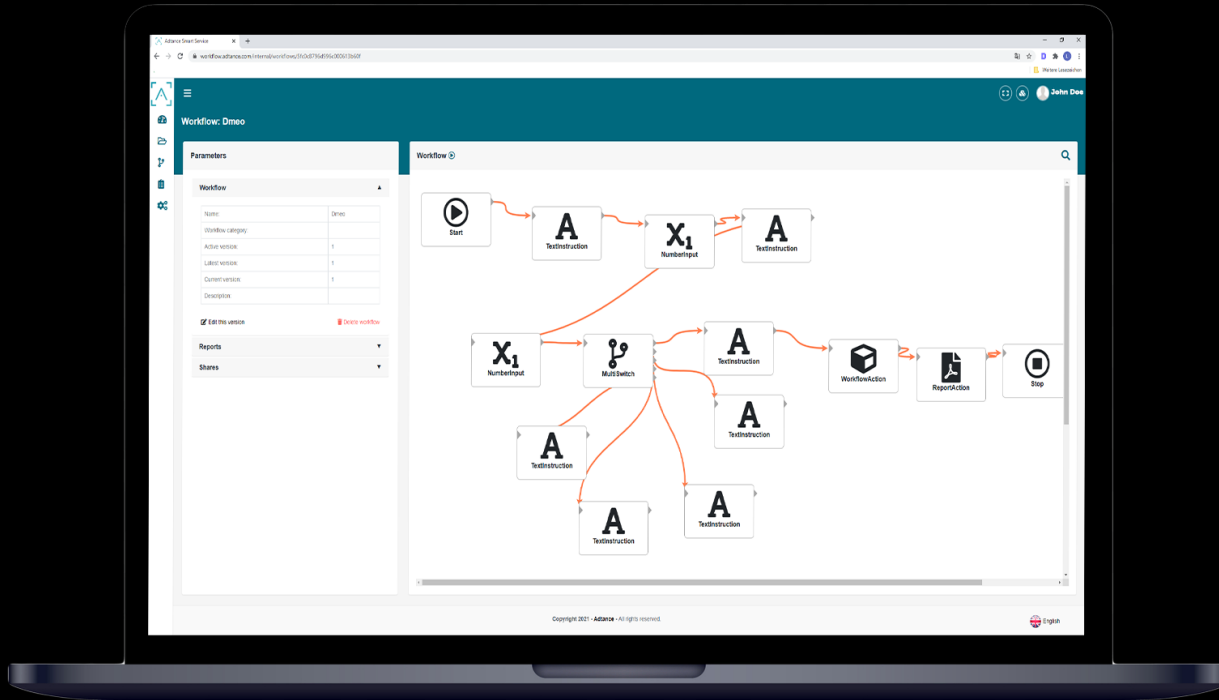




## Advantages with ADTANCE PM

- Identification of measured and limit values
- Predict the upcoming maintenance
- No more need of costly maintenance plans
- Replace wearing parts only at the time tear and wear requires it
- No more unnecessary component replacement
- Efficient utilization of machines





# ADTANCE Workflow

Digitized work protocols and  
checklists



# Overview ADTANCE Workflow

## What is ADTANCE Workflow?

ADTANCE Workflow is a module which is integrated into the ADTANCE Smart Service Platform. The solution offers you the possibility to digitize, play back, analyze and optimize all your workflows. Not only everyday processes but also unique work steps can be digitized and made available to every employee in the form of work protocols, checklists and work instructions using mobile devices such as tablets, data glasses or smartphones. In this way, every employee receives the correct and optimized implementation steps for his process.





# How ADTANCE Workflow works

## Design your individual workflows



### Implement Workflow

- Get access to ADTANCE Smart Service
- Open ADTANCE Workflow module



### Store worksteps

- Describe your work steps
  - Order them chronologically
  - Add images and videos to corresponding work steps
- ⇒ Comprehensive and understandable step-by-step instructions are generated



### Access worksteps

- End devices automatically download workflows when internet connection exists
- Instructions can be reviewed offline
- Updates of current status can be made by adding new information, images or videos



### Analyse worksteps

- Workflow analyses current and past work steps
- Solution checks which steps are time and labor intensive
- Adapt and optimize your work steps





# Use Cases of ADTANCE Workflow

One Solution – Various Opportunities

## Step-by-step instructions



Generate up-to-date and easily,  
even offline accessible  
instructions without dependencies

## Error Trees



Become directly aware of errors and  
correct them quickly and  
competently according to  
instructions

## Checklists



Generate individual checklists for  
every single machine

## Trainings



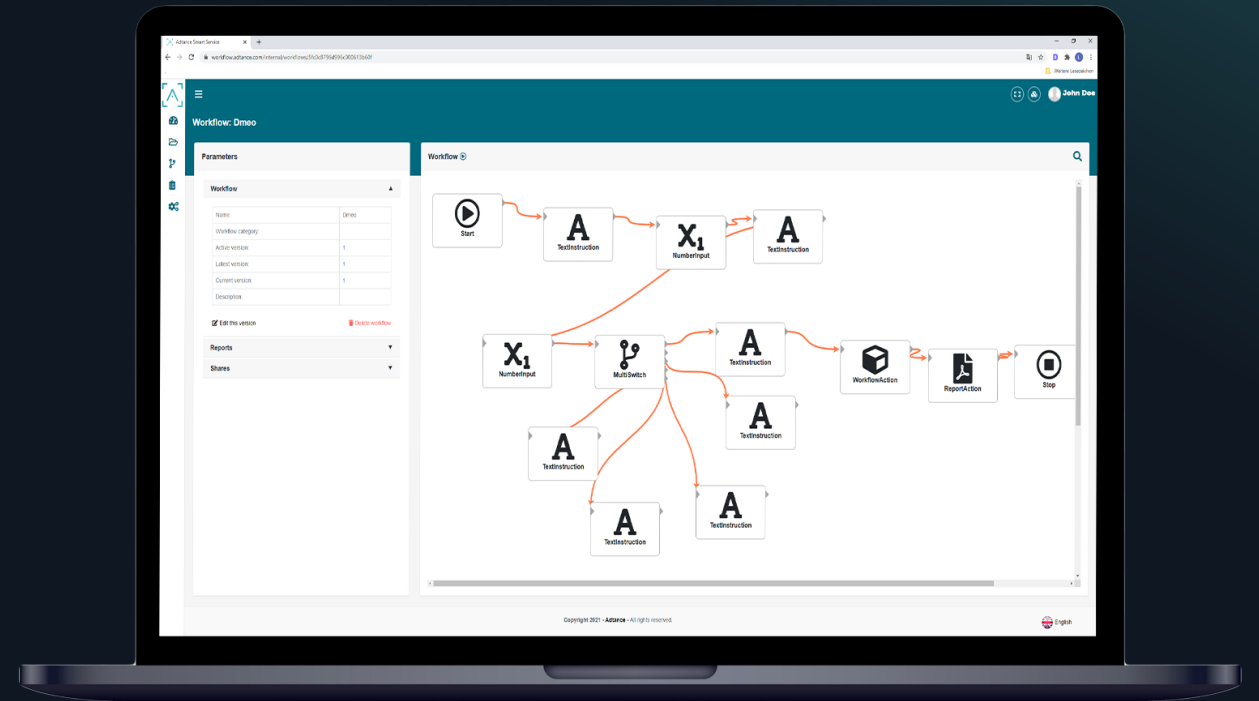
Use the stored information, work  
steps and checklists to train your  
employees



# Step-by-step instructions with ADTANCE Workflow

Digitally store information of each step of the work and group them into one workflow

- Store picture, ratings and descriptions centrally
- Enter critical states
- Mobile editing also possible
- Communicate results directly and comprehensively to your customer
- Can be directly connected to ADTANCE Support so that an expert can be consulted when all steps have been completed but the desired result could not be achieved, or problems could not be solved

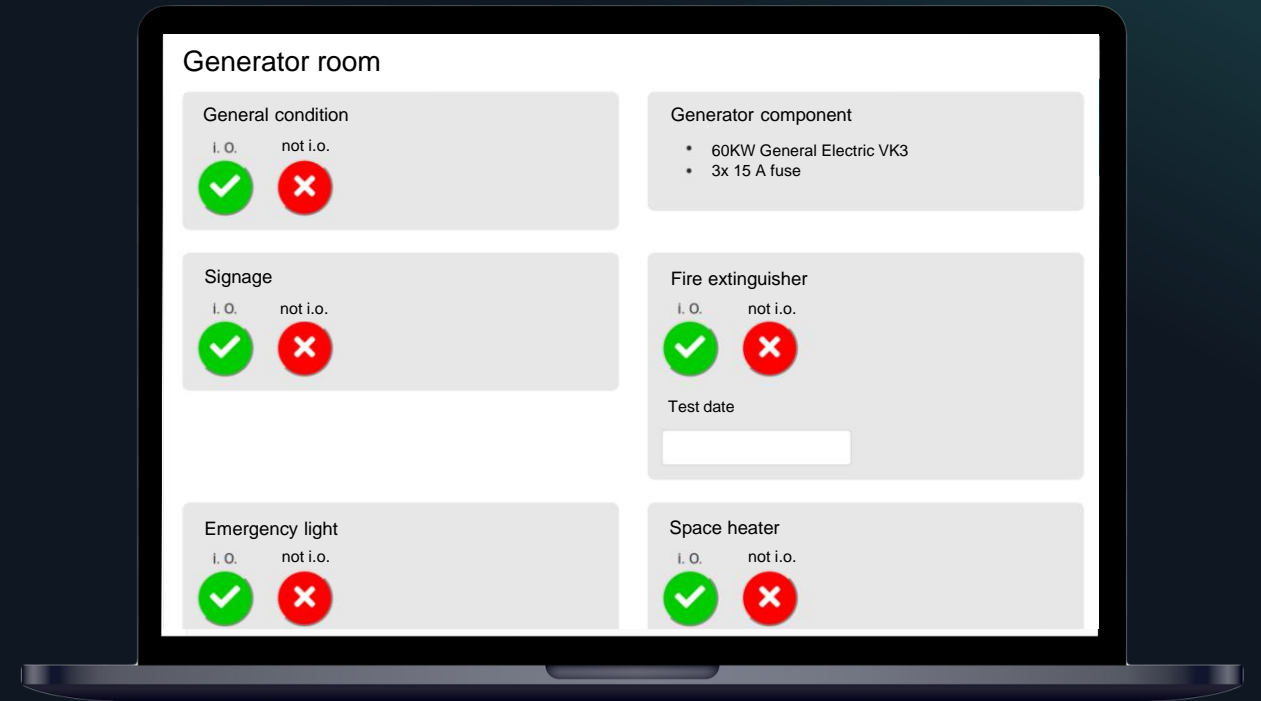




# Checklists with ADTANCE Workflow

## Checklists on smartphone, tablet or data glasses

- Set up checklists in ADTANCE Workflow using the systems and data already existing in your company
- Digital access anytime and anywhere
- Mobile editing also possible offline
- Communicate results directly and comprehensively to your customer
- Fast and clear reporting and review





# ADTANCE Workflow Error Trees

## Fast and direct error reporting with instructions for elimination of errors

- You get informed when errors occur to your machine
- ADTANCE Workflow sends you the specific error code
- On basis of the already stored data and information ADTANCE Workflow tells you exactly what you must do to solve the problem



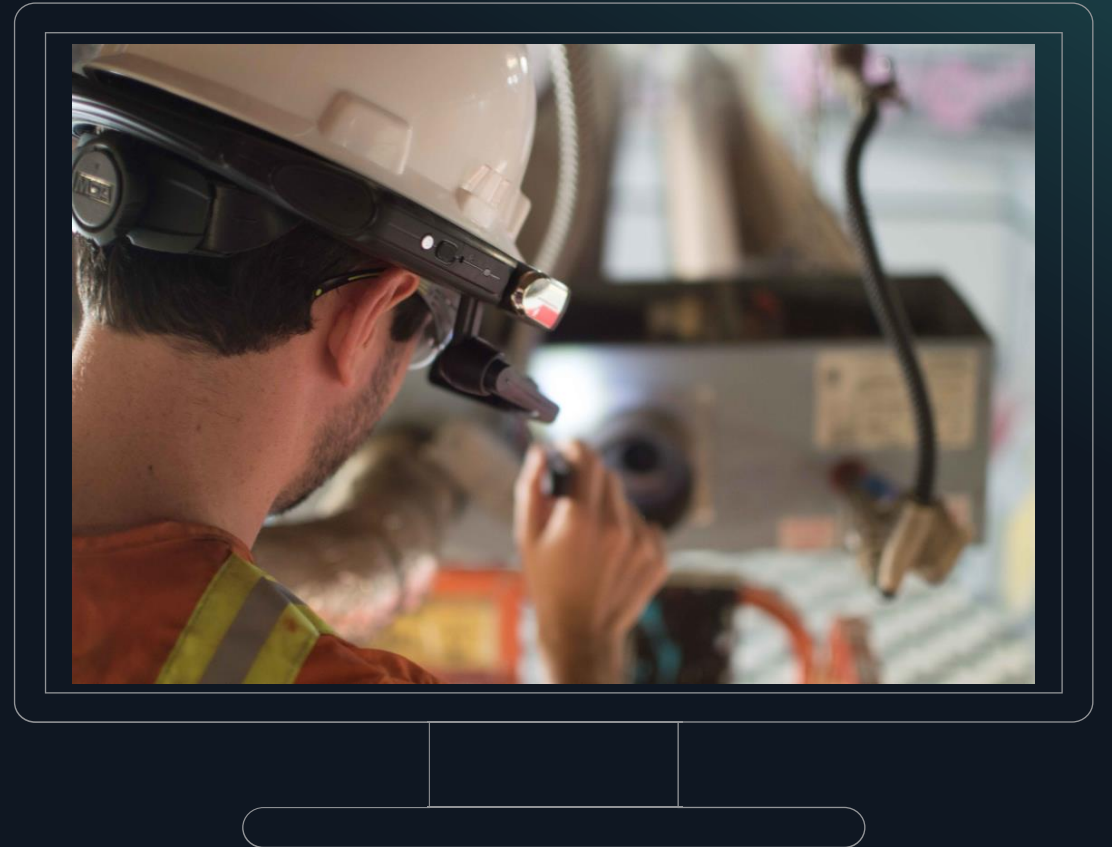




# Trainings with ADTANCE Workflow

**Practical, illustrative and effective training  
without additional time expenditure**

- Use already saved step-by-step instructions, pictures, videos and checklists to train your employees
- Make the stored information available to the relevant employees for self-help
- With a connection to ADTANCE Support and step-by-step instructions, you can also train your employees via video livestream.





# Safety with ADTANCE Workflow

## Generate and increase safety in your company

- Because step-by-step instructions are given by prior observance of safety standards, there is less risk of accidents or mistakes at work
- By digitally recording the work steps, all safety aspects are documented on smartphone or tablet and stored within ADTANCE Workflow automatically
- Always have an overview of whether work was carried out according to safety regulations



## Advantages with ADTANCE Workflow

- Immediately ready for use
- Offers the opportunity to build a self-help portal for daily service operations
- Works as standard without any integration into your existing processes
- Can create work protocols, checklists and work instructions automatically using systems and data already existing in your company
- Service experts do not have to be present on site for every maintenance task
- Increases safety
- No integration into your existing processes necessary
- Layout in your Corporate Design





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# ADTANCE Support

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Remote Service with data  
glasses



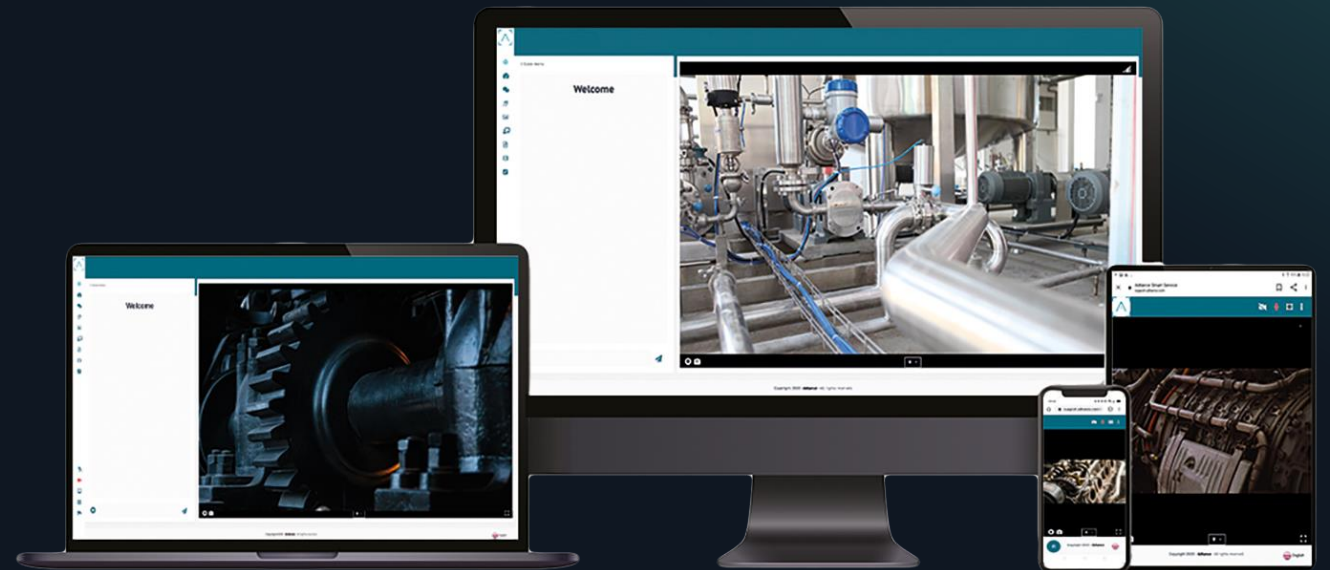


# Overview ADTANCE Support

## What is ADTANCE Support?

ADTANCE Support like every ADTANCE module is integrated into the ADTANCE Smart Service Platform and offers your company the possibility to provide service, inspection and maintenance for your customer remotely.

The chat- and video-based service system uses a livestream to simplify communication between one or more experts and field workers, even when they are far away. The solution can be implemented by using mobile devices such as smartphones & tablets, by wearing a smart glasses or using stationary cameras (ADTANCE Fieldstreaming).





# Use Cases of ADTANCE Support

Support in all possible fields

## Provide Assistance



Support employees and customers with your technical know-how from a distance in case of short-term problems.

## Technical Acceptance



Perform maintenance and inspections remotely with the help of instructions from a technical expert.

## Support of Suppliers



Get support from your suppliers by providing them access to the support platform.

## Trainings



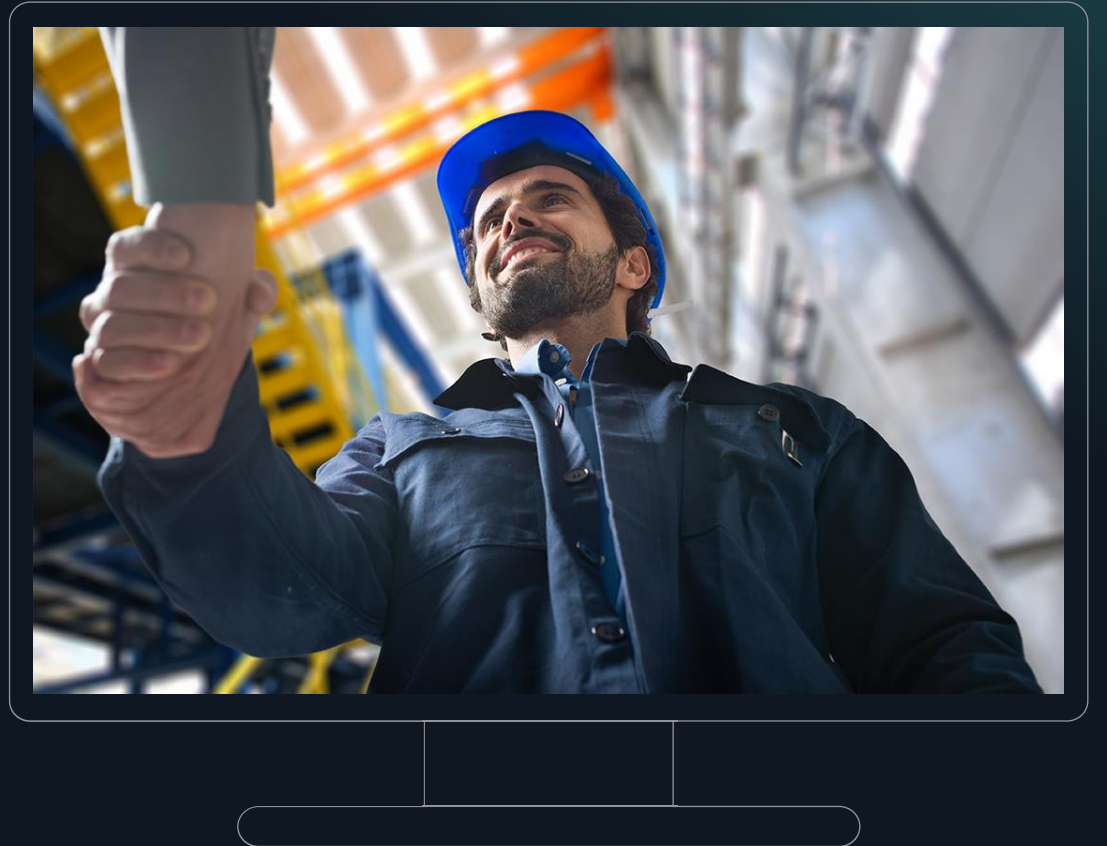
Use the video livestream to train service technicians and employees directly on the machine under instructions.



# Assistance with ADTANCE Support

## Guarantee support always and everywhere

- Offer fast problem solving from a distance
- Support customers or employees with a quick glance at the problem
- Guarantee immediate problem solution for at least minor problems
- Save travel time and react quickly to problems

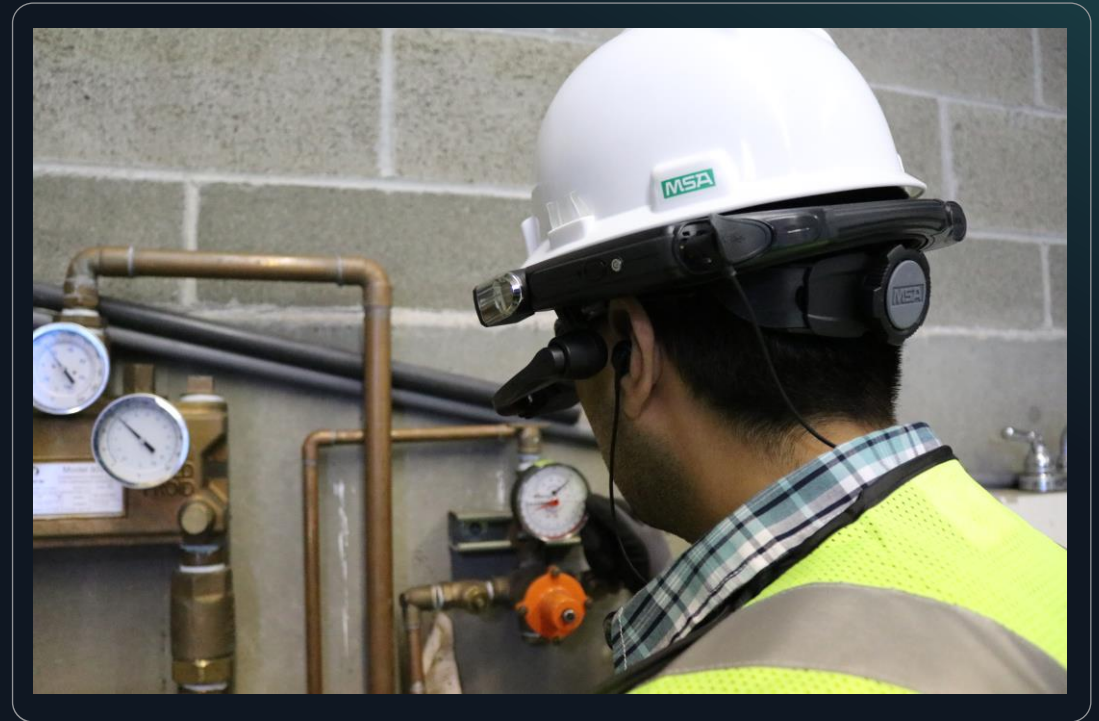




# Technical acceptance with ADTANCE Support

## Remote Maintenance and Inspections

- Direct competent service on basis of a video livestream
- Service expert can view the field worker's field of vision on his monitor thanks to the smart glasses worn by the field worker.
- Experts can remotely support employees in the field at the machine
- Field workers without specific know how can perform maintenance and inspections based on the expert's instructions
- Screenshots of the field of vision and markings in the field of vision of the field worker are possible



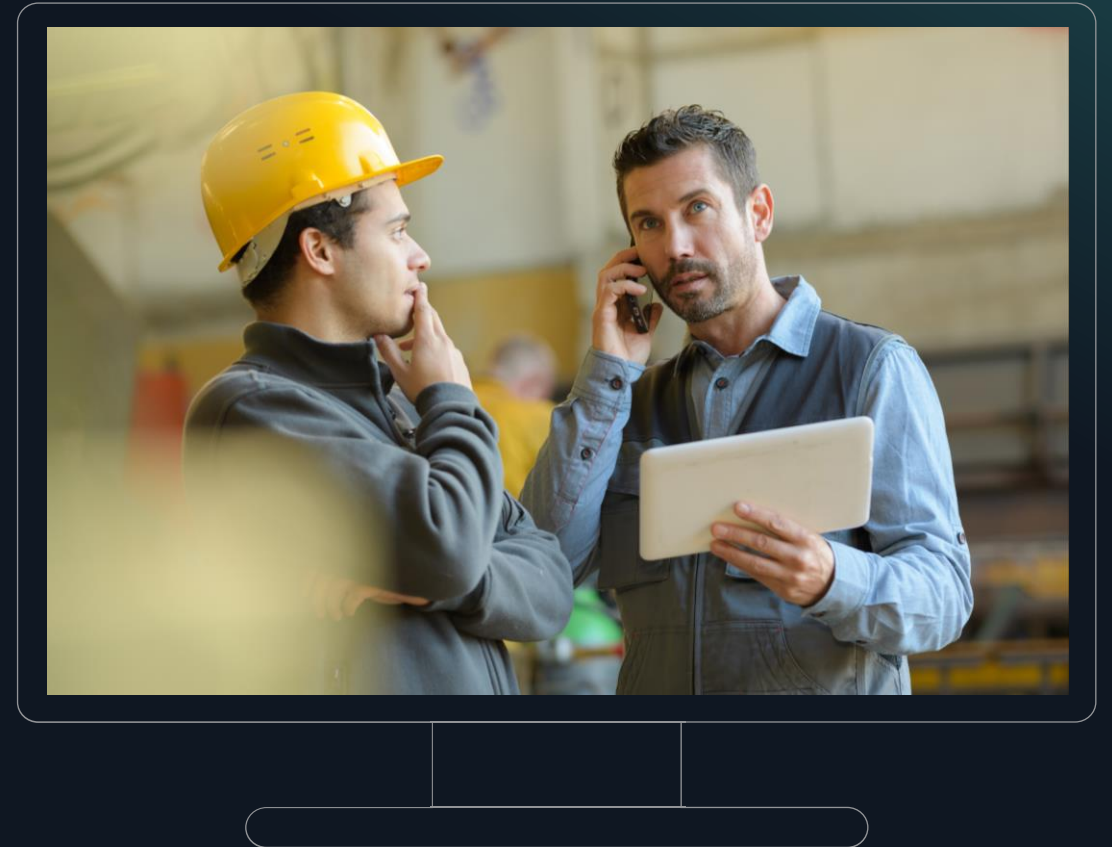




# Support of Suppliers with ADTANCE Support

Benefit from your suppliers know how in case of problems by giving him a live view of the affected product.

- Provide your supplier with the access to ADTANCE Support
- Start a support session with your supplier using a smart glass and computer
- Use the smart glasses to show the supplier the problem you have with the product
- The supplier gains insight into your field of vision on his computer monitor and can provide his know-how for problem solving

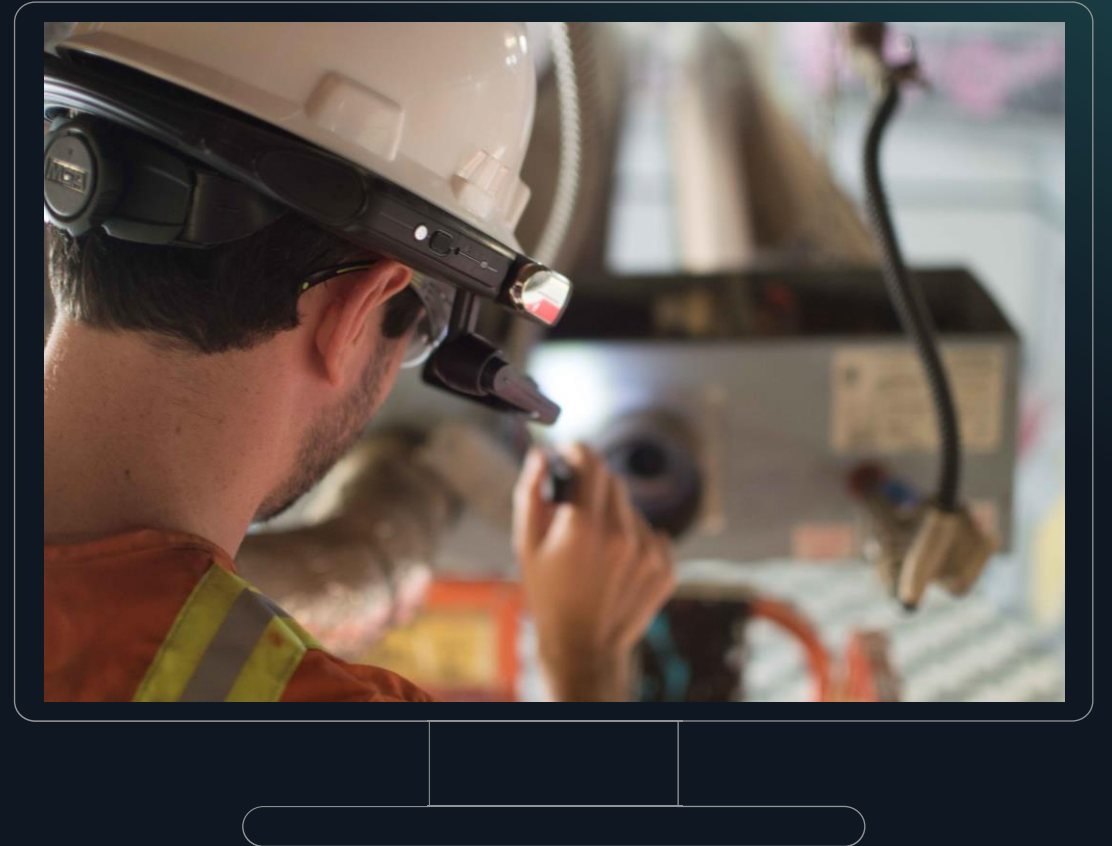




# Trainings with ADTANCE Support

**Practical, illustrative and effective training  
directly in the field**

- Train your service experts and employees via video livestream
- Train your service experts or employees with direct practical experience on the machine
- Communicate from a distance and give instructions and tips, if necessary





# Advantages with ADTANCE Support

- Immediately ready for use
- Access with smart glasses, tablet, smartphone and computer possible
- Service experts do not have to be present on site for every maintenance task
- Unlimited number of participants worldwide in one session
- Integrated language program which can translate over 147 different languages immediately
- No integration into your existing processes necessary
- Layout in your corporate design

Increase your:



Reaction and  
Troubleshooting  
time



Customers plant  
availability



Customers'  
productivity

**SO THAT your customers...:**



... are highly  
satisfied



... use your  
service  
increasingly  
often



... buy more of  
your products



## Advantages of the Smart Glass combined with ADTANCE Support

- Hands-free working
- Clear picture and sound transmission
- HD camera for video recording and taking pictures
- Shock & water resistant
- PPE compatible\*
- Dust tight
- Built rugged\*\*





# ADTANCE Support with the ADTANCE Fieldstreaming Solution

## About

- Fieldstreaming with stationary cameras
- Based on the new ADTANCE Support version
- Image/video of multiple stationary cameras (e.g. positioned around a machine) can be accessed
- Stationary cameras are entered into the IMS by ADTANCE
- Customer himself can manage and connect cameras in ADTANCE Support
- Viewing angle / tilt angle (for automated, moving cameras) & zoom can be controlled remotely



## Advantages

- Holistic view of the plant, machine or similar ensured
- Hands-free working
- View of the machine from several viewing and inclination angles at the same time
- Clear image and sound transmission





# ADTANCE Support at work

## Success Stories of our Customers



"Beside faster problem solving, ADTANCE Support increases the innovative power as well, as it provides the entry technology for further innovations such as Augmented Reality."

Dr. Christian Blaufelder, Customer Interface & Development, Technical Service



"With ADTANCE Support we can support our customers faster and significantly reduce downtimes."

Thorsten Leidreiter, Service Manager Europe



"With ADTANCE Support as a video-based, audio-visual solution, even in the corona crisis we were able to carry out approval processes together with our customers."

Dr. Christian Blaufelder, Customer Interface & Development, Technical Service



"With ADTANCE Support we were able to create a user-friendly and customer-friendly service solution that reduced error analysis times to a minimum and increased customer satisfaction."

Lars Albermann Service Manger FRIMO Group



# optimizes its customer service by using ADTANCE Support



## Challenges and Solution in the Field of Technical Service

### Challenge:

- Providing knowledge of experts at every location
- Guarantee fast service worldwide
- Long waiting times for service and repair work result in downtimes

### Solution:

- Realtime service by using a video live chat
- Expert helps with solving the problem
- Usage of smart glasses for hands-free working



Up to 60% reduction of travel costs



Up to 60% less down time and travel time



Up to 90% faster support service



# implemented ADTANCE Support to offer innovative, optimal service



"The introduction of Messer Visual Service enables us to open up new business areas. Together with ADTANCE, we are ideally equipped to deal with our customers' enquiries."

Jeffrey Bennett, Global Product Manager After Sales Service

## Challenges and Solution in the Service Sector of the Metalworking Industry

### Challenge:

- Long waiting times for troubleshooting services
- The need for the involvement of multiple people in the troubleshooting process
- Guarantee high efficiency level of the running machines despite emerging problems which may result in downtimes

### Solution:

- Real-time troubleshooting without waiting times using video-based service solution
- Hands-free working by wearing smart glasses to perform work safely without the need of an other person
- Recording of the problem-solving process so that when the problem recurs it can be easily tracked and solved



**LESER**  
The-Safety-Valve.com

## implemented Digital Approvals of Safety Valves with ADTANCE Support



### Challenges and Solution in the Sector of Approvals of Safety Valves

Challenge Emerged as a Result of the Corona Crisis:

- Travel bans, contact and distance regulations
- Continue approval process of safety valves despite the need that the inspection has to expire under the eyes of the customer

Solution:

- Complete digitization of the approval process
- Real-time transmission of the inspection for the customer using video-based service solution and smart glasses
- The LESER inspector shares his field of vision live so that the customer can follow every step
- By the integration of loudspeakers and microphone in the smart glasses the customer can communicate comments and special requests to which the inspector can act accordingly





## offers faster and more efficient customer service with ADTANCE Support

### Challenges and Solution in the Field of Production System Manufacturing

#### Challenge:

- Increasingly high expectations of machine availability
- High customer expectations for reliable, fast and efficient service
- Fastest possible troubleshooting

#### Solution:

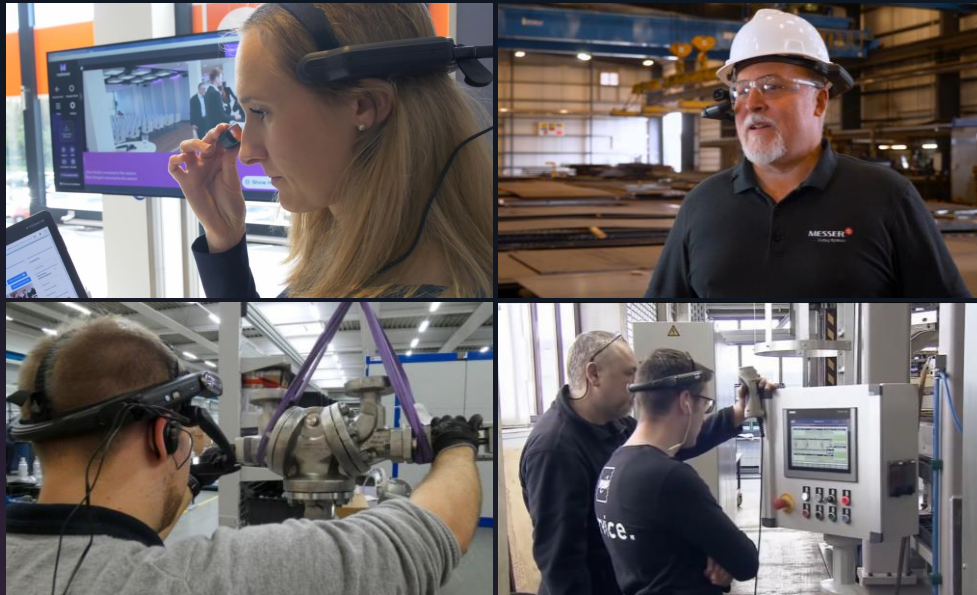
- Audio-Visual fault analysis by the video-based service solution
- Easy handling and flexibility during the troubleshooting process through the software's applicability on smart glasses but also on mobile devices
- Customers can share their field of vision when a problem on a machine occurs with a FRIMO expert who has the visual representation of the problem on his desktop and can quickly identify the source of the problem







## Our Customer Benefits with ADTANCE Support



**Saving  
Time**



**Counteracting  
Lack of  
specialist staff**



**Saving  
Money**

So that:



**The outcome  
increases**

More resources are gained for:



**Further  
innovations**



**Research &  
development**



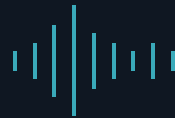
# Your Added Value with ADTANCE Support

**Simple, Smart Service to the Complete Satisfaction  
of Your Customers by:**



**Service in real-time:  
Nothing could be  
faster**

**Automatic  
reporting**



**Paperless  
working**



**No  
language barriers**



**Less organizational  
effort**





# THANK YOU!

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