

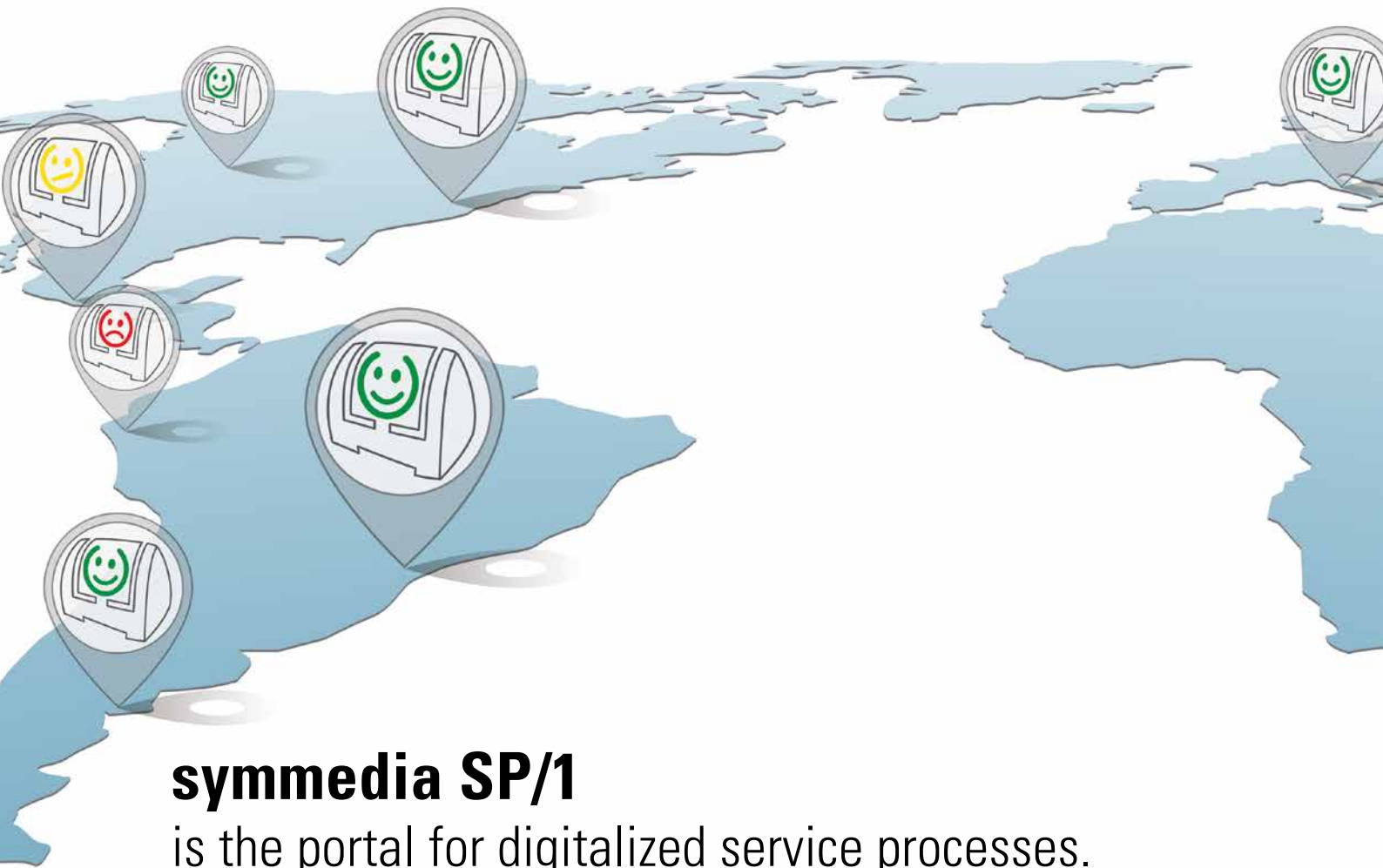


symmedia

Wir bauen das Internet der Maschinen.

Successful with digitalization:

**Make your service the
royal discipline.**

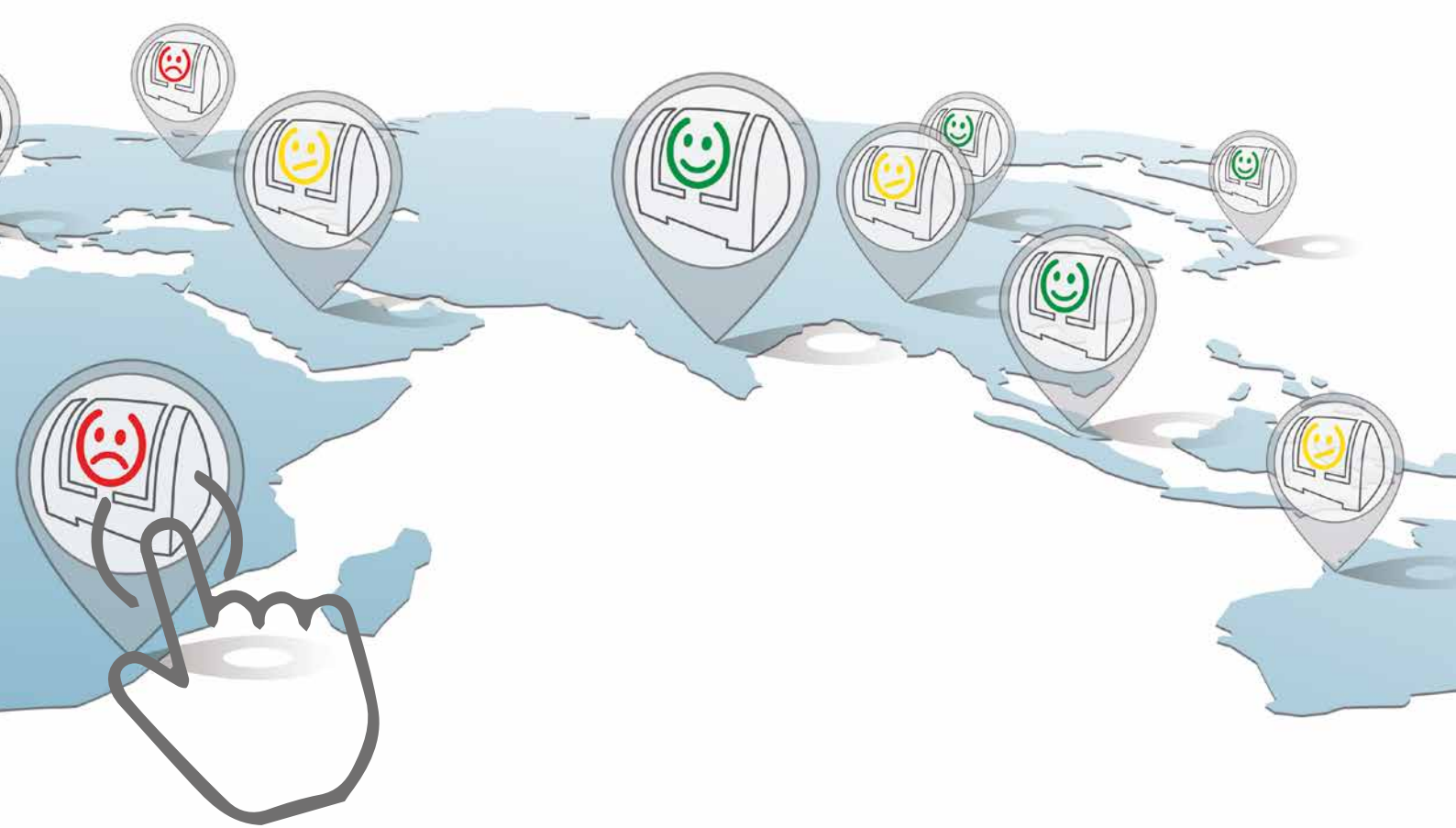


symmedia SP/1

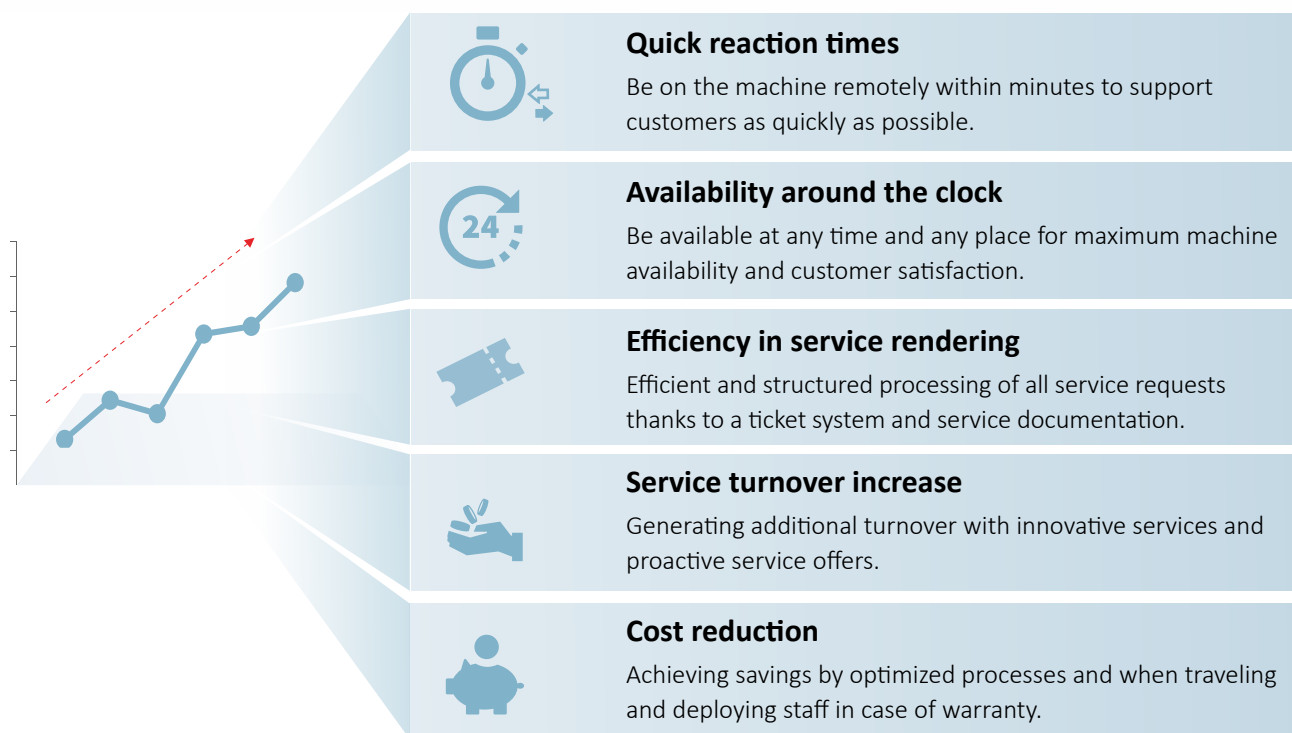
is the portal for digitalized service processes.

symmedia SP/1 connects you to your machines installed around the world and offers your customers an interactive service portal with which you can directly request and use all services and spare parts around the machine.

This offers new perspectives for your service: You can digitize your individual service processes to create innovative services, a high reliability and strong customer commitment. This way, you will develop yourself and your business into a service champion.



symmedia supports you where your success is measured:



Successful in all items with digitized service processes

symmedia SP/1 products

Digitized service processes and networking with the customer
using symmedia SP/1 – everything in a single platform

Remote Service

Solving problems quickly & safely



symmedia SP/1 Remote Service is a complete remote maintenance infrastructure that has been developed specifically for the high technology and safety demands in engineering.

Take your service to an entirely new level with symmedia SP/1 and guarantee quick reaction times and high availability. Save your knowledge to use it for future deployments.

Highlights to optimize your service processes:

- *Guaranteed reaction times*
- *24/7 availability (Follow-the-Sun principle)*
- *Order recording with ticket system and role-based as well as automatic ticket assignment*
- *Offer of service contracts*
- *Detailed service history for every machine*
- *Communication via Conference Center*

Maintenance

Smart management of maintenance



symmedia SP/1 Maintenance offers benefits for your customers regarding execution and planning of maintenance.

Offer your customers a local maintenance tool with which you can implement individual maintenance concepts.

Always have an overview of when maintenance is pending at the customer's site. Plan it in advance and be able to make the right offers at the right times.

Highlights to optimize your service processes:

- *High plannability of all maintenance – local or central*
- *Condition-oriented maintenance offers*
- *Spare parts recommendations for every maintenance*
- *Offer of maintenance contracts*
- *Documentation of all maintenance work*

Parts

Selling spare parts right at the machine



symmedia SP/1 Parts is your virtual spare parts shop at the customer's site.

Increase your spare parts turnover by directly offering genuine parts at the machine and automating the order process.

Have your customer availability and delivery status called with a single click.

Use the smart parts agent to automatically suggest spare parts needed in future to the customer for orders.

Highlights to optimize your service processes:

- *Selling spare parts right at the machine*
- *Intelligent shopping basket and proactive spare parts offers*
- *Availabilities, query and order with a single click*
- *Digitized and structured processing of the spare parts business*

Monitoring

Monitoring conditions online



symmedia SP/1 Monitoring is a solution with which machine conditions can be monitored continually.

Support your customers proactively and remove faults at the machine before a standstill happens.

Profit from the information gain via actual availability and productivity and provide your customers with the data well-structured in an app.

Highlights to optimize your service processes:

- *Condition monitoring of machines installed around the world*
- *Alarm function for proactive identification and removal of faults*
- *More knowledge about machine availabilities and behavior*
- *Always everything in view with OEE-App*

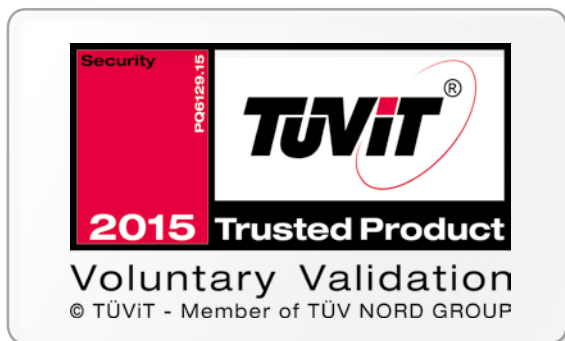


And IT?

It can continue to calmly pursue its daily business.

symmedia SP/1 is establishing safe SSL-encrypted connections only. Safety is regularly TÜViT-tested and certified.

symmedia SP/1 is put together matching your IT requirements and can be expanded on demand. The platform flexibly integrates into the already-present soft- and hardware environments and can be easily connected to the present systems (ERP, CMS...).





symmedia customers share experiences and network at the annual Bielefeld "Fireside Convention".

What our customers say...

manroland

"Ever since we have implemented SP/1 at manroland sheetfed, we are able to offer our customers projection-based maintenance services – a service concept that translates into a true added value for our clientele."

Juergen Schleinkofer, Head of Print Services Products & Markets, manroland sheetfed GmbH

Fagus GreCon

"symmedia has proven to be an absolutely reliable partner. This puts us in a position to continuously expand our service business."

Thomas Mailand, Head Support Center, Fagus GreCon GmbH & Co. KG

SMS group

"We consider symmedia SP/1 a mandatory tool that has to be installed in all systems. It would be impossible for us to deliver the kind of services we provide without it."

Norbert Boekmann, Division Head SMS Siemag AG

Glatt

"Fast and professional delivery of spare parts – the symmedia Service Portal makes it possible for us to achieve both."

Klaus Seidler, Division Head After Sales Service, Glatt GmbH

FETTE COMPACTING

"Our new service portal is a great success and an investment into our future."

Lars Plueschau, Director Global Customer Support, Fette Compacting GmbH



Since 15 years symmedia has been developing Industry 4.0 solutions for mechanical and plant engineering and is one of the market leaders in this segment. The service portal, symmedia

SP/1, is currently being used in more than 100 countries and links machines valued at more than 40 billion Euros.



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