



**Assistance  
at your fingertips**

Smart Service for Machines

**Smart service solution for equipment operators and equipment manufacturers.**  
A simple scan of a QR-code attached on an asset opens the door to a new world of service offerings.



## Benefits for operators



### Extended equipment lifetime

Life cycle service provides improvements & adaptations and maintains full productivity.



### Quicker incident response times

Immediate access to all relevant documents (i.e. manuals, circuit diagrams) and software versions eases troubleshooting.



### Higher equipment availability

Direct access to additional remote support services provided by customer support teams minimizes unscheduled downtimes.



### Building and conserving expert knowledge

Keep record of incidents and related correction measures. Thus building up a reference guide to facilitate future incident management.



### Simplicity and effectiveness

A connection of the equipment to the internet is not required. Thus avoiding administrative issues and security leaks.

## Benefits for manufacturers



### Additional service offerings for equipment operators

A portfolio of individual customer support services can be built on top of the technological platform of FactoryWare WhatsDown.



### Flexibility & Scalability

FactoryWare WhatsDown is designed to run either in on-premises or off-premises.



### Reduction of costs for the provisioning and distribution of documents and software

Cloud-based digital provisioning of equipment related documents, circuit diagrams and software versions.



### Providing service excellence

The quality of customer support services is a crucial factor for sustainable customer loyalty.



### Protection of privacy

FactoryWare WhatsDown is compliant to the European General Data Protection Regulation.

# Eckelmann – Partner for automation and digitization

We are specialists for the **automation** and **digitization** of industrial manufacturing processes. As a **full-service provider**, we provide all services from a single source – from consulting planning to implementation and long-term support.

We **bring** automation technology and information technology **together** and create solutions for the **factory of the future**: smart – intuitive – autonomous.



## Have we aroused your interest?



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