Digital Services

From asset management to the digital business model

As easy as that.

Lenze

The Lenze Service Portal

A success factor for digital services.

Do you know what contribution your installed devices are making to ensuring your value chain is maintained and unplanned downtime is kept to minimum? What devices are you using in your machines? Which devices are particularly important for avoiding downtime? Do you have suitable replacement devices available?

With its integrated software solutions, the Lenze Service Portal offers a solution for the fast and simple optimisation of maintenance processes and thus for reducing costs.

A key building block here is the structuring and centralised management of "knowledge" regarding the installed base of devices.

"Lenze Asset Management" is the base module of the Lenze Service Portal and is therefore the central point for information. It provides a hierarchical representation of the system structure and shows which systems and devices you are using at which location.*

The connection to **EPLAN ePULSE** allows you to import devices using the electrical plan and gives you access to other services provided by EPLAN.*

The **"document and search management"** module allows you to quickly search through stored device documentation, such as operating instructions.

"Service request" allows you to quickly send service enquiries for individual devices.

*The status of each device within the product range lifecycle is also shown. When a product range is reaching the end of Lenze's production period, the portal user is immediately informed

Asset management

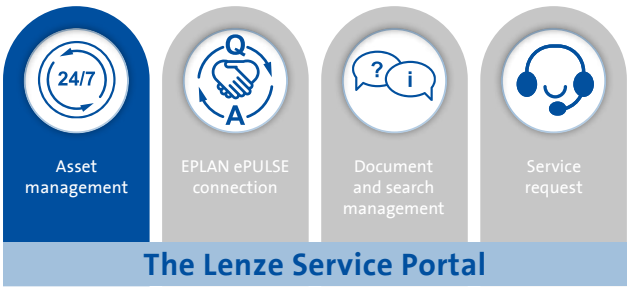
Digitally record and manage your devices and components

The base functionality of the Lenze Service Portal is to record, display and manage devices (assets). Devices can be recorded into the system in a variety of ways:

Lenze provides a **smartphone app** (for Android and iOS) that can be used to quickly catalogue your assets. The cataloguing process can be performed by your own staff or as a service by Lenze.

Alternatively, devices can be imported from an EPLAN electrical plan. This requires you to be registered with the EPLAN cloud service: **EPLAN ePULSE.**

Further information is then added for the recorded assets (such as nameplate data, lifecycle information, operating instructions, etc.).



Advantages:

- Find relevant service information (such as operating instructions, etc.) quickly and easily
- Replace defective devices faster due to direct access to the serial number and device parameters which allow the device to be quickly identified
- Fewer errors between production, purchasing, maintenance and the Lenze service due to the creation of a consistent dataset
- Secure data backups of machine configurations and firmware
- Systematic spare part stockage with an overview of common installed parts
- Increase OEE and reduce servicing costs

Perform machine inventory on site

The basis for permanently safe operation of your machines and equipment

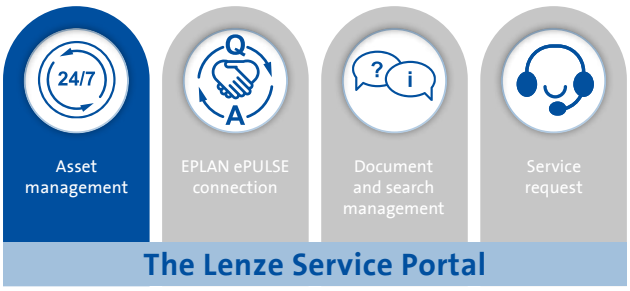
Would you rather not perform the asset inventory yourself? Would you like condition-based recommendations as to how your can operate your machine/system sustainably for the long term? Then leave it to a Lenze specialist! If desired, we will carry out the inventory of assets for you and give you specific recommendations for action.

The "Lenze inventory" involves the recording of all relevant machine/system components by a qualified Lenze service technician on site. The condition of the drive technology is classified and the risk of unplanned outages assessed. If desired, our experts will assist you in creating a maintenance plan or stocking strategy based on this assessment.

Once done, this inventory provides you with a complete report on the condition of the drive technology within a machine/system, an outage risk analysis as well as recommended actions derived from this information. This allows you to minimise unscheduled downtime and secure productivity.

"Lenze Inventory" services at a glance:

- Creation of an inventory of drive technology within the machine/system by a Lenze service technician
- Importing of the inventory data into the Lenze Service Portal
- Readout of the network and operating hours as well as prediction of the number of remaining operating hours based on experience
- Creation of a data backup of installed devices so that operations can be resumed as quickly as possible after an outage
- Creation of a detailed outage risk analysis for the drive technology
- Support for creating a maintenance plan for the drive technology
- Support for creation a stockage plan



Advantages:

- Professional asset inventory by experienced specialists
- A complete report on the condition of the drive technology within a machine/system
- An outage risk analysis and recommended actions based on this information can minimise unscheduled downtime

EPLAN ePULSE

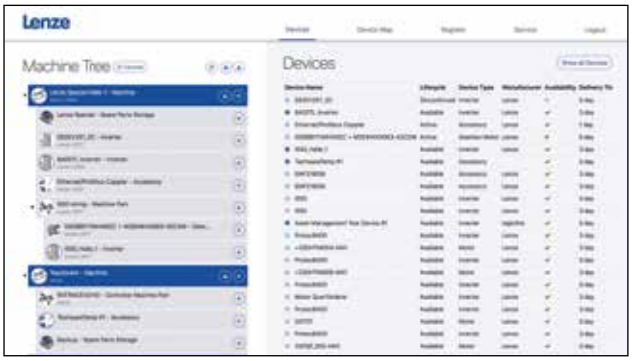
EPLAN eVIEW – Importing assets and supplementary data

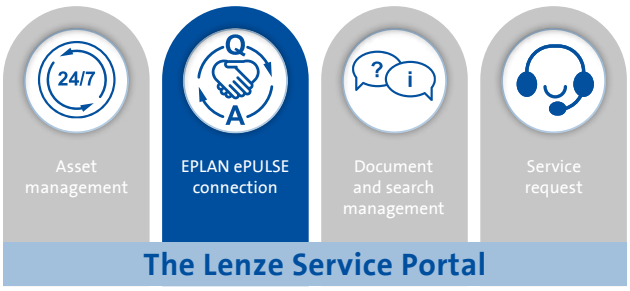
The asset management is connected to **EPLAN ePULSE** using an integrated login.

This connection allows you to automatically transfer circuit diagrams stored in the asset management system and place the devices within the system structure.

Using this map of the system structure, it is then possible to navigate directly into the circuit diagram. This means that stored documents and the circuit diagram are always readily available.

To use this feature, it is necessary to register for **EPLAN eVIEW**. Access can be requested from EPLAN.





Advantages:

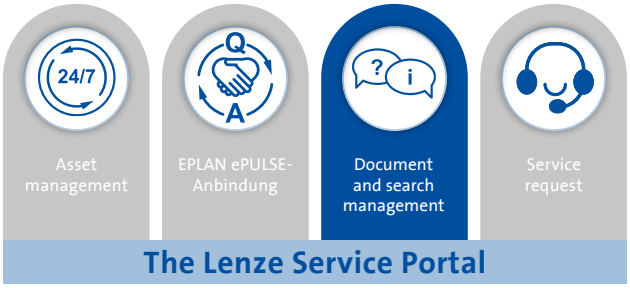
- Quickly and easily add devices into the Lenze Service Cloud by importing the parts list from an EPLAN project stored in **EPLAN eVIEW**
- Easier access to stored EPLAN documents with direct device allocation
- All features such as red lining and green lining in **EPLAN eVIEW** as well as the display of EPLAN circuit diagram projects are available after registration
- No need to go searching for the associated circuit documentation in the event of an error and during subsequent fault elimination

Document and search management

UFile uploads and integrated keyword search

The **“centralised information management”** feature allow documents associated with individual assets to be uploaded and searched.

The integrated search function allows the stored documents to be searched for particular keywords. This means, for example, that any faults can be very quickly found in the operating instructions and a solution sought. The search results are highlighted and can be selected based on relevance. The result of the selected search is the document in which all occurrences of the search term are also highlighted. The search result allows the stored documentation to be found extremely quickly and used as required.



Advantages:

- Fast fault finding using centrally stored documents such as the electrical plan
- Find relevant service information (such as operating instructions and an error number) quickly and easily
- Fast availability of the machine configuration from secure data backups
- Easy keyword searches within stored documents
- Web-based application with the ability to find and view all stored documents from a mobile device

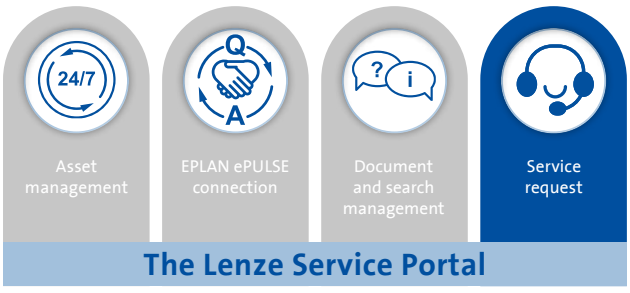
Service request

Recording and forwarding service request

The **“Service request”** functionality allows service requests to be recorded, prioritised and forwarded as required. This function enables you to record service requests that are directly linked to the defective asset. This can be done either via a mobile app at the machine or from a PC via the web portal. The error message is sent directly to Lenze Service.

An overview of all service requests can be viewed in the service portal. Additional information can also be recorded or the status of current issues viewed.

All service requests received via the Lenze Service Portal are handled as high priority by Lenze. This allows you to quickly benefit from our experts and solution expertise.



Advantages:

- Faster and simpler identification and resolution of faults
- Increase of autonomous service capabilities
- Decentralised use of mobile work devices (hand-held) for maintenance
- Accelerated processes due to the fast and structured forwarding of service requirements
- Prevention of communication errors

logicline.

Implementing Your Digital Business

Integrated into your business

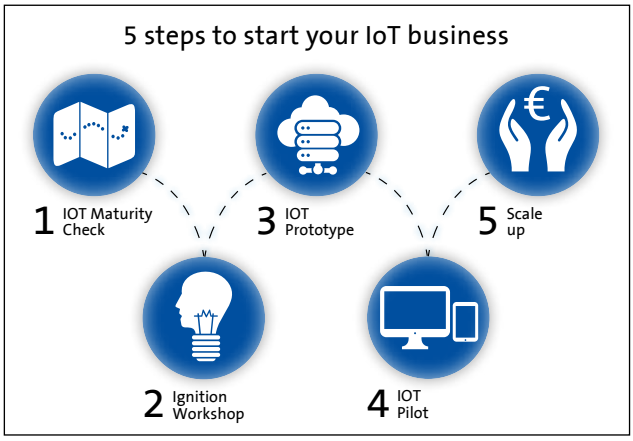
New business with digital services

Have you already implemented systems for your CRM and service processes? Would you like to use this information and data about your industrial assets in other systems? Would you like to have reports about your assets and how they are used?

Asset Management is the base module of the Service Portal by Lenze. It has been built using the **“assets360”** modular software system. System integration includes lean, agile and digital best practices. The modular **“assets360”** system builds on established cloud and IoT platforms and simplifies the development and integration of sector-specific digital products.

The pioneer of these solutions and the development partner is logicline GmbH. logicline is an IT and consulting company within the Lenze Group and your contact person for everything to do with digitalisation.

logicline supports businesses in the development of digital products and services. In this way, it thus also facilitates the development of an IoT business. logicline provides advice on business models and technology, and ensures fast and effective implementation. The modular **“logicline assets360”** system plays a role here.



Behind every device, there is always a customer, partner, supplier or member of staff. Our IoT approach allows you to bring digital transformation into your company. Together with you, we will create a roadmap for IoT products and digital services. We hold discovery workshops to help you generate ideas, to provide you with our experience in concepts and assessing feasibility, and to test market feedback with mock-ups and prototypes. Our five-step approach reduces investment risks and makes it easy to get going in the IoT business.

Ask us about our “5 step approach”!
www.logicline.de/iot-business

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