



e-service.24

ENGEL Online-Support. **Worldwide.**

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be the first.



We are not always that close together ...

e-service



- > Quick reaction
- > High quality communication
- > Modern technology



- > Prompt support during failure
- > Process technician support for the injection moulding process
- > High quality analysis
eg software oscilloscope
- > Information exchange between different plants of the customer also then between customer and ENGEL



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FILE SETTINGS TOOLS HELP

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MACHINE TREE

- ENGEL Service Box 192...
 - ea625191139
 - CC200 Simu (60006)
 - LC200 Simu (65535)
 - CC200 Simu (60009)
 - CC100 Simu (16360)
 - EC200 Simu (16644)

ENGEL Service Box 192_168_0_100 - Service Manager

Status	Data	Date	Plant	Machine ID	Machine Type	First Level Support	Offline since
●	✗	Apr 27, 2011 1:40:21 PM	ENGEL Service Box 192_168...	166446	EC200	Service EMStest	
●	✗	Apr 27, 2011 1:40:12 PM	ENGEL Service Box 192_168...	163608	CC100	Service EMStest	
●	✗	Apr 27, 2011 1:40:03 PM	ENGEL Service Box 192_168...	60009	CC200	Service EMStest	
●	✗	Apr 27, 2011 1:39:53 PM	ENGEL Service Box 192_168...	65535	LC200	Service EMStest	
●	✗	Apr 27, 2011 1:39:41 PM	ENGEL Service Box 192_168...	60006	CC200	Service EMStest	
●	✗	Apr 27, 2011 1:39:29 PM	ENGEL Service Box 192_168...	ENGELserviceBOX	facility	Service EMStest	

Infos Technician Logins Comments

Technician	From	To
Eder Doris (EMS)	09.05.2011 16:49:26	
Eder Doris (EMS)	09.05.2011 16:21:30	09.05.2011 16:27:49
Eder Doris (EMS)	06.05.2011 18:27:24	06.05.2011 19:16:12
Angerer Gottfried (EMS-CSD)	05.05.2011 13:17:12	05.05.2011 13:53:36
Angerer Gottfried (EMS-CSD)	03.05.2011 10:23:06	03.05.2011 10:24:57
Angerer Gottfried (EMS-CSD)	29.04.2011 12:12:07	29.04.2011 14:24:47
Angerer Gottfried (EMS-CSD)	29.04.2011 07:02:23	29.04.2011 12:11:04
Michael Baumann (symmedia)	28.04.2011 11:05:07	28.04.2011 11:23:44
Angerer Gottfried (EMS-CSD)	28.04.2011 08:05:51	28.04.2011 15:27:47
Angerer Gottfried (EMS-CSD)	27.04.2011 13:41:07	27.04.2011 15:04:55

Resend
Finish

Technicians online:
1

Online time (min):
1080

symmedia in / out: 0 / 0 bits/s





- > Logbook – Logging of all service events
- > Analysis Tools – Best possible support for fault recognition (eg. software-oscilloscope, remote view)
- > Conference Centre – Efficient knowledge exchange
- > Documentation management – Faster access to the latest information



Logbuch



- > Verwaltet alle Service-Events, z.B. Service-Anfragen, Service-Einsätze, Wartung,.....
- > Anlage erfolgt manuell oder bei Service-Anfragen automatisch
- > Zugriff auch via Standard-Datenbank-Tools durch übergeordnete IT-Systeme möglich



Conference Center

e-service




Conference Center: admin@localhost - Administrator

PARTICIPANTS

S-Hamburg - Peter Stein

WHITEBOARD



CHATBOARD


8/20/08 8:38 AM S-Hamburg - Peter Stein:
Take a look
8/20/08 8:40 AM Administrator:
Which cable is crucial

LOCAL CAM

WEBCAM

S-Hamburg - Peter Stein

50 %





Documentation management

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- > Operating manuals, Service Information (Service-DVD), Part lists
- > Encoded customer files (copy protection for service info)
- > Update Service (documentation updating)
- > Utilisation of conference tools

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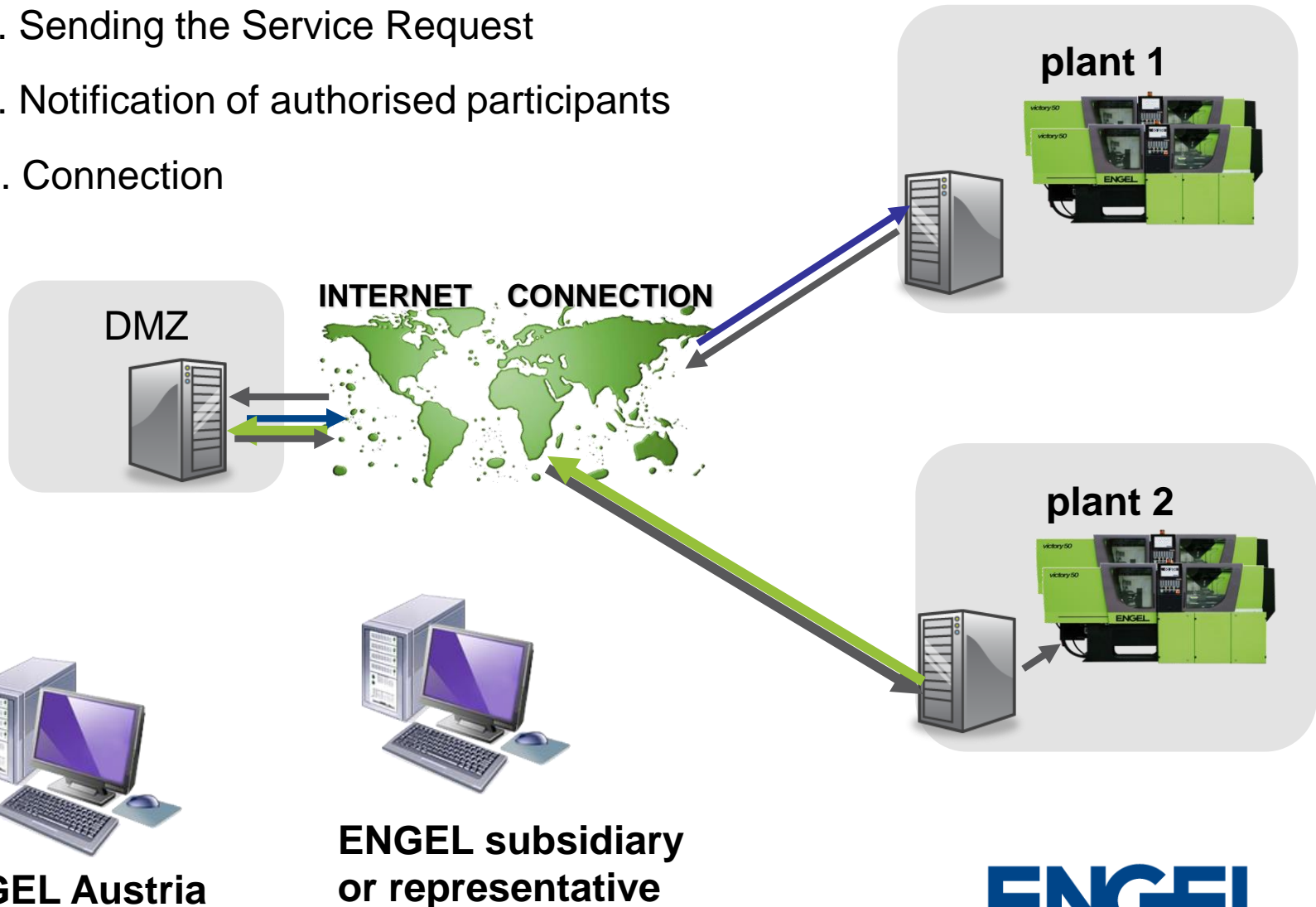
- > Online remote service support by local experts during local office hours
- > Guaranteed response times
- > Remote service support from ENGEL production facility
- > Processing of 3 service-requests per year outside local office hours from ENGEL production facility (24/7)
- > Quick update-process for machine software



Connected

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1. Sending the Service Request
2. Notification of authorised participants
3. Connection



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e-service.24 - connected

e-service.24
Client-Package

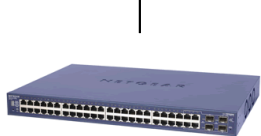
Laptop
(Mobile Usage)
Windows



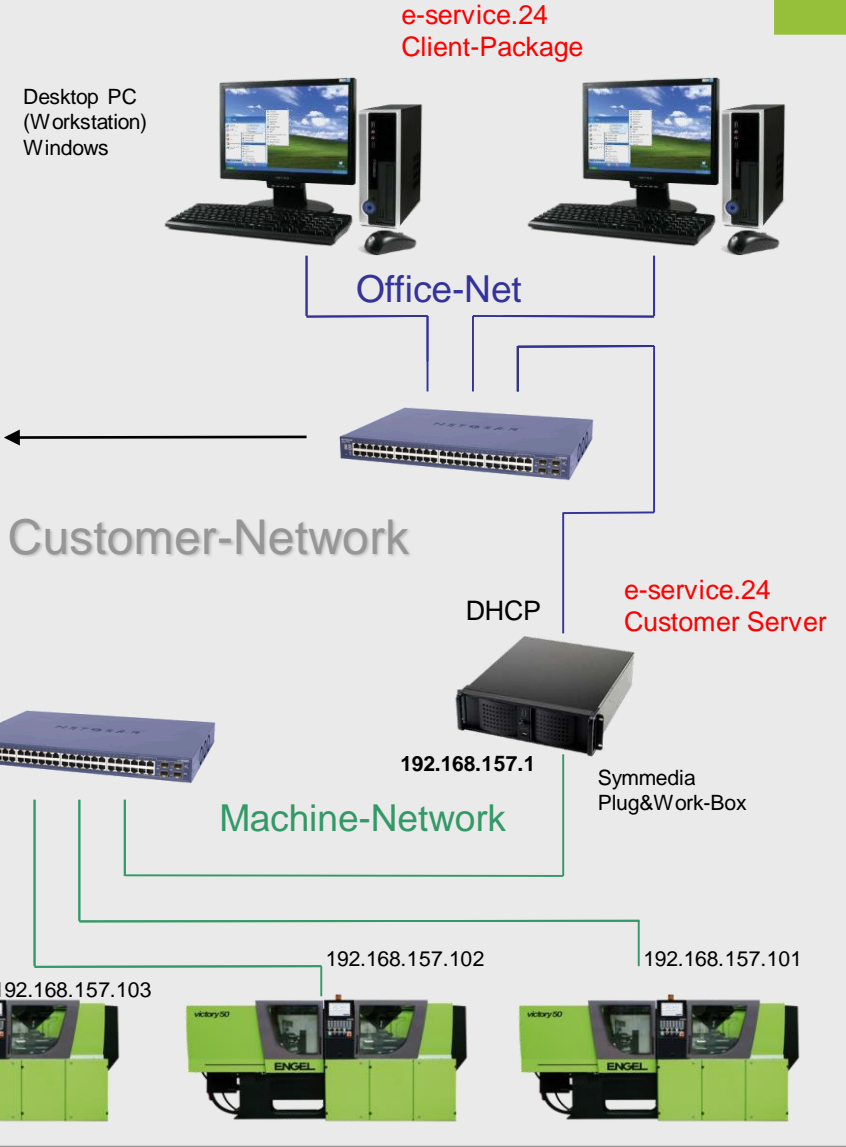
e-service.24
Client-Package



Desktop PC
(Workstations)
Windows



e-service.24
Central Server





> software products

- 954204201 1 year e-Service.24
- 954204202 2 years e-Service.24
- 954204203 3 years e-Service.24
- 954204204 4 years e-Service.24
- 954204205 5 years e-Service.24
- 954204220 e-Service.24: 5 Service-Requests 24/7

> network equipment

- 954204210 ServiceBox for e-service.24 (for max. 20 machines)