



## GF MACHINING SOLUTIONS RCONNECT

- › 1.030 million CHF turnover
- › 3,225 employees Machines for mould and tool making
- › Maximum machine availability- fast service when required
- › Standardized connection of machines

### Challenges

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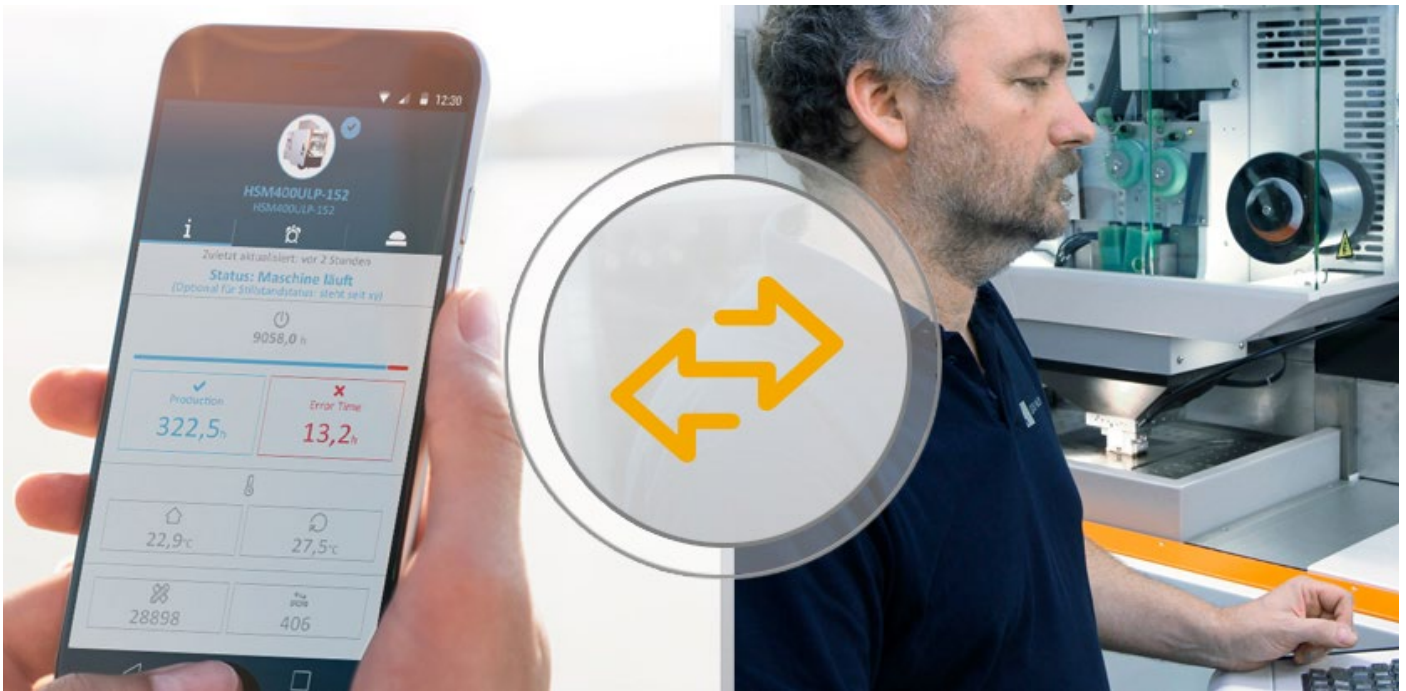
The most important prerequisite for the digitization of service processes and machines is safety. Especially in the mechanical engineering industry, highly sensitive data must be protected from unauthorized access at all times. The symmedia service portal guarantees maximum data security for machine operators. At GF Machining Solutions, complex service structures and the large number of machines present an additional integration challenge

### Project

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GF Machining Solutions has been using the Remote Service and Monitoring tools since January 2016. Since then, every delivered machine has been equipped with the symmedia SP/1 Plug & Work Box Industrial for this purpose. To this end, a standardized process was designed and integrated into SAP. symmedia is available as a consultant for the entire project and supports the definition of processes, the further development of the business model and internal and external marketing.

For GF Machining Solutions and within the machine tool industry, rConnect represents the Industry 4.0 vision of intelligent, powerful and fully proactive services. The first rConnect application, Live Remote Assistance (LRA), provides highly secure, customer-authorized real-time remote maintenance. Customers and machines in the field are connected remotely and securely to the local diagnostic centre and the technology units of GF Machining Solutions. In addition to the practical conferencing tool, which includes live image transmission and a whiteboard function, GF Machining Solutions customer service centres with LRA can inspect the machine tool remotely. With the help of remote diagnosis, GF Machining Solutions diagnostic technicians and, if required, other experts can solve most problems remotely or optimally prepare appointments on site.



The mobile smartphone application, rConnect Messenger, displays live machine data from anywhere, so that machine operators or workshop managers can keep an eye on production with their GF Machining Solutions machines anytime and anywhere.

## Result

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rConnect adds an intelligent service solution to the GF Machining Solutions range. More than 20 service locations worldwide are now integrated into customer support via automated processes. Machine operators can count on maximum uptime, fast troubleshooting, live intervention and remote monitoring of the machines. In addition, machine availability and the competitiveness of customers are increasing. With the symmedia service portal, GF Machining Solutions is moving towards intelligent factory and industry 4.0, and the tool is constantly being expanded and further developed: In future, a dashboard with all important machine information and a web interface will also be integrated.

*„We are constantly developing rConnect in cooperation with our customers. In the near future, we will be able to predict machine conditions and significantly minimize machine downtimes through preventive services“.*

*- Stéphane Cru, Head Customer Services Center, GF Machining Solutions*

You have questions about the project?

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