



INDUSTRY 4.0 | KRAFT MAINTENANCE APP

FLUX AR Service and maintenance the digital way

„As a producer for all-in-one solutions it is our foremost goal to support our customers in being productive. With the new AR-based service app, which we provide with our machines, reaction times can be significantly cut.“

(KRAFT Maschinenbau, Rietberg, Germany)

The task

Ultra-high reaction times without binding highly-skilled personnel

KRAFT Maschinenbau from Ostwestfalen in Germany, develops and produces special machines and automation systems for a broad range of sectors and markets. For fast paced maintenance and service at the customers, the mechanical engineer relies on a sophisticated service concept.

However, this requires that KRAFT always has enough qualified personnel at hand. Foresighted - in particular regarding the increasing lack of skilled personnel - KRAFT searched for new opportunities to optimize the service process: With the help of an augmented reality application*, KRAFT wanted to empower their customers and employees to conduct service and maintenance tasks on their own.

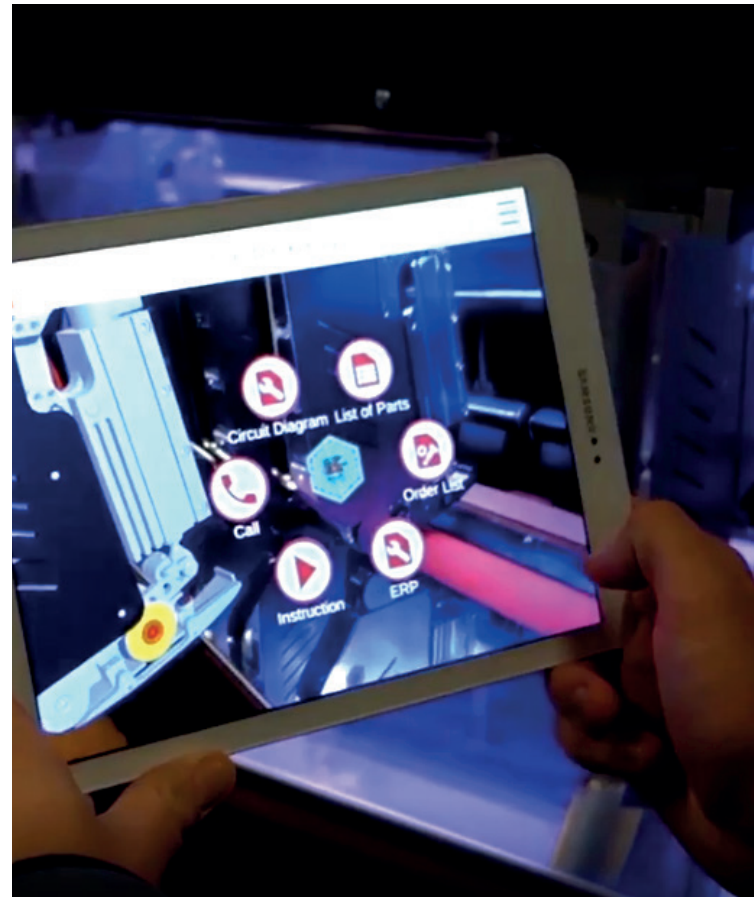
The solution

Simple and fast service for machines is possible without prior training

The AR-experts from Raumtänzer developed a service app, with which KRAFT Maschinenbau could functionally enhance their machines. Using the service app, the customer's employees can now conduct service and maintenance tasks on their own. In addition to that: missing replacement parts or extended support can be directly ordered from within the application. This reduces both reaction times and incorrect orders.

For the pilot project the KRAFT-cardboard-cutter VPS 100 had been selected. Instrumented by visual markers in the individual KRAFT Maschinenbau design, users quickly learn to trigger the extended service using the KRAFT-AR-service app. This way, they can directly reach into the KRAFT-service database. The employee uses a standard tablet with the app to scan one of the markers. After successful scanning, a 3D menu appears on screen, presenting the user with the available options.

The menu provides relevant services from the KRAFT Maschinenbau service database. The user can, for example, directly order replacements for the specific machine that has been scanned. A further function shows how to exchange parts using a step-by-step instruction with 3D animations depicted directly on the corresponding areas of the real machine parts. Mix-ups impossible.



Conclusion

Service and replacement parts through one app

The service app empowers each employee to react in maintenance or in case of a machine failure in an appropriate way. For this, only the tablet with the KRAFT service app is required. From within the app, direct support or replacement parts can be ordered.

For the future, KRAFT plans to extend the service app with functions for remote service using augmented reality. The service processes should also be automatically reported to a connected content-management-system. This would help to increase the body of knowledge about the life-cycle of the machines and further increase service quality.



INTUITIVE

Increased surety in handling the machine and digital skills to maintain the machine by oneself.



COST-EFFECTIVE

No trained personnel required. Increased productivity due to reduced downtimes of machines.



RESOURCE-SAVING

Increase service quality and compensate lack of skilled personnel.

If you want to know more, please call us, visit our showrooms in Rheda-Wiedenbrück or send us a message.

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