



**BOSCH**

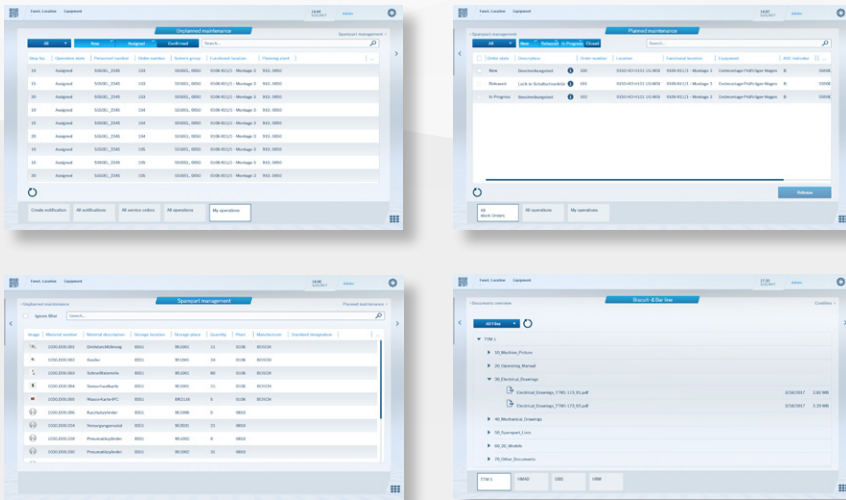
Invented for life

# Efficient maintenance with the Maintenance Support System

Productivity and efficiency on a new level



# A platform for fast maintenance response



## Maintenance Support System

The Maintenance Support System<sup>1</sup> is an IT system that supports operators and maintenance engineers in their daily work. Once a problem is detected, a service order can be issued directly via tablet. The service call contains all relevant information, meaning service personnel can immediately check the availability of, or reserve, spare parts. The maintenance engineer can display all documents, images, and videos related to the machine on his mobile device and can begin maintenance activities in a very short time.

## Application and Key Benefits

While the classic maintenance process can be characterized by wasted resources in coordination time and walking distances in the production facility, as well as diagnosis time, the Maintenance Support System helps to optimize spare parts management, reduce resolution time and increases OEE. Use the Maintenance Support System to correct planned and unplanned machine downtime faster and more efficiently.

**Robert Bosch  
Packaging Technology GmbH**

Stuttgarter Straße 130, 71332 Waiblingen, Germany

i40.packaging@bosch.com | [www.boschpackaging.com](http://www.boschpackaging.com)

## Customer Value

- ▶ Organized and time-saving maintenance
- ▶ Minimized downtime through scheduling and addressing tasks in real-time
- ▶ Faster reaction time on unplanned stops
- ▶ Immediate response with all documents on mobile device
- ▶ Optimized resource: less coordination and walking time

## Combine with

- ▶ Maintenance Assistant<sup>2</sup>
- ▶ Operations Assistant<sup>2</sup>
- ▶ Remote Service with Shopfloor Remote Assistant<sup>2</sup>
- ▶ Preventive Maintenance and Spare Part Kits
- ▶ Stock consulting
- ▶ Computer based or on-site training

1 Software: needs hardware for usage

2 Shopfloor application ("App")