Data Driven Services

Smart data and remote expert support for total optimization of your industrial dispensing, self-pierce riveting and flow drill fastening processes
Take the next step!

Data Driven Services from Atlas Copco integrate with your Industry 4.0 strategy

Reducing your Total Cost of Ownership

Adhesive dispensing  Self-pierce riveting  Flow drill fastening

Service as a product has always focused on maintaining equipment availability, minimizing downtime and ensuring safe production. Data Driven Services take a step further with focusing on the optimization of your Total Cost of Ownership (TCO) by using information from your own processes.

Higher availability – lower operating costs

With our new software tools, data from your joining systems is collected and visualized resulting in recommendations to benefit your production processes.

A combination of software solutions and related expert services is our way of realizing the advantages of the Internet of Things in Industry 4.0.

This is what we call Data Driven Services.

Continuous improvement

Our Software as a Service (SaaS) solutions give you the option to collect process data from your systems continuously. Suggestions for actions are directly given based on events. Optional long-term data analysis services lead to consistent optimization in use and processes saving you time and cost.

Recognize

Software solutions

SaaS Products

1. Connect systems securely
2. Collect data
3. Visualize data
4. Analyze data
5. Trigger actions or indicate conditions
6. Show improvement potential
7. Provide data interfaces

Optimize

Optimization Services

Service Packages

1. Provide immediate remote support (on request)
2. Interpretation or evaluation of the collected data
3. Help to identify root causes
4. Consult the customer for improvement actions
5. Monitor success
Data driven uptime management

Identifies errors in the process so they may be eliminated – permanently

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Your starting point is with our Service Portal software solution. This software is either installed on our Smart Box or on your network and connected to our systems and is the foundation of monitoring the production process. How this is used with our data driven services options is completely up to you, we have several options available.

Reduce downtime and operator costs

Add our OptiRun service and we will conduct on-site or remote analysis of event data that is recorded from your production line. This offering evaluates alarms, events and service tickets to identify gaps or process improvements in order to reduce downtime and create more efficiency for the operator.

Features and benefits

» Asset management
» Service logs and history
» Predefined key alarms and messaging
» Submit remote service requests
» Access to Conference Center
» User management
» Customized dashboards
» (OptiRun) Recommendations for improvement
  – Process optimization
  – Training
  – Equipment operation

Value

» Increased uptime
» More transparency on operations
» Proactive identification of critical conditions
» Fast problem detection and resolution
» Reduced downtime cost

How it works

With the Service Portal you can manage your assets and user rights from your computer. You can receive alarms and messages for detected issues or send an auto-generated service ticket to our experts. The Conference Center eases communication by video, chat or pictures.

The Service Portal is operated from PCs on your network and used to manage our data driven service packages and to interface with us on your service and optimization needs.

We offer 24/7 expert support with a fast remote diagnosis and service solution based on a customer-initiated automated service request.

With the optional addition of our OptiRun service, we will analyze your system error events and the root causes based on collected data and make recommendations on optimizations.

Watch the video to learn more!

Smooth Operations

Service Portal

OptiRun
Event analytics and optimization
Data driven maintenance management
Automate and optimize your preventive maintenance planning and actions

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Our Maintenance Manager Software assists you in saving time and money. Reduce time and cost for planning and execution and conserve on spare parts consumption by getting the hints for any upcoming maintenance actions or even predictive cases based on the real usage data from your system.

Reduce maintenance planning and execution cost
Add our expert OptiMain service offering and let us work with the collected maintenance data including your operator feedback and corrections made by the service team to further optimize scheduling and parts usage.

Features and benefits
» Real use-based maintenance scheduling
» Manage and monitor maintenance activities
» Receive alerts for scheduled maintenance
» Enter feedback on maintenance activities
» Messenger functionality
» Consistent adaptation of maintenance master table based on feedbacks
» Predictive messages for key components
» (OptiMain) Recommendations for improvement
  – Process optimization
  – Training
  – Equipment operation

Value
» Increased uptime
» Reduced planning efforts
» Full control of maintenance, planning and execution
» Avoid unnecessary downtime
» Optimization of parts consumption and stock

How it works
Maintenance Manager supports the maintenance team with automated usage-based scheduling and messenger functionality. Feedback about performed maintenance work will be entered and maintenance tables will be adapted according to the given output. Even exchanged components can be tracked and maintained and keep their data when reinstalled.

With the optional addition of our OptiMain service, we will analyze your maintenance process and make recommendations on optimizations.

Sharing data with the cloud will allow for specific predictive maintenance on main components.

Optimized Maintenance
Maintenance Manager
OptiMain
Maintenance Optimization

Watch the video to learn more!
Data driven efficiency management

Managing and offering continuous improvement in your processes

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Our OEE Cockpit looks at critical efficiency indicators such as mean-time to repair (MTTR), downtime, material consumption or quality of applications. The gaps in equipment performance are identified and allow you to see where processes may be improved. The OEE Cockpit is our premiere data driven software that goes above and beyond to reduce your total cost of ownership.

Identify potential savings and reduce cost for downtime, material, energy or quality

Add our OptiSave service offering and let us work with deeper analysis of your collected data and the OEE cockpit to consult you in how to achieve further efficiency gains. It’s not only about the productivity or quality but about how much you invest to achieve this.

Features and benefits

» Displays relevant efficiency indicators
» Shows trends of important KPIs
» Identifies systems which run out of range
» Indicates process improvement potential
» (OptiSave) Root cause analysis and elimination
» (OptiSave) Recommendations for improvement
  – Process optimization
  – Training
  – Equipment operation

Value

» Save cost of quality, material or energy
» Reduce downtime
» Save time for root cause identification
» Plan and initiate the right measures
» Achieve a consistent optimization

How it works

OEE Cockpit monitors your overall equipment efficiency. It detects where there is room for improvement and you will get indicators on a dashboard that will show you where you can improve your processes in the areas of quality, MTTR, material consumption and uptime.

With this continuous service, you can optimize your dispensing, self-pierce riveting and flow drill fastening processes over time resulting in increased efficiency or use and reduced cost of operation.

With the optional addition of our OptiSave service, we will analyze your collected data and make recommendations on process optimizations for further efficiency gains.

KPI (OEE) Cockpit

OptiSave
Overall efficiency optimization

Watch the video to learn more!

Atlas Copco
Smart on Premise and Smart to Cloud

Evaluating and interpreting data consistently is important to drawing the right conclusions and initiating the necessary activities.

Our Smart on Premise and Smart to Cloud data driven services allow us to provide the best opportunity to maximize your efficiency and reduce your total cost of ownership.

Our Smart on Premise solution is an entry-level solution with basic functionality and connectivity where data stays on your network. Smart to Cloud will allow you to send selected aggregated data to the cloud using a secure gateway and tunnel. This allows for global insight, comparisons on efficiency and predictive algorithms.

Data Driven Services in Smart on Premise and Smart to Cloud

Without DDS
- Optimization by watching
- Manual parts ordering
- Time based maintenance
- Field service repair
- Phone support
- Operator based problem

With DDS
- Data based indication of OEE potential
- Semi-automated parts
- Usage based
- Remote fix
- Remote support
- System supported problem

Smart on Premise
- KPI monitoring
- Automated parts ordering
- Predictive maintenance
- Automated fix
- Remote upgrades
- Automated problem detection
Secure remote expert support
Fast and efficient support when you need it most

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Service Portal
- Automated outbound service ticket sent to service experts
- VPN tunnel, controlled by, and opened by the customer allows for remote troubleshooting and diagnosis
- Conference Center provides chat, video conference and file sharing with service experts
- SSL encrypted data transfer
- Activities logged and traceable in asset log

What about IT and data security?
Our solution is a TÜViT certified solution ensuring highest security in all outside communications or data transfers. The Service Portal is the central point where you can decide what remote services you will use and which data you will share with the cloud. No actions or data transfers can take place without triggering them.

Watch the video to learn more!
Integrate with IoT and Industry 4.0
Exchange or enrich data in your existing IT environment

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How to integrate with your IoT / Industry 4.0 structures

You may run other software solutions or monitoring systems in your plants for general monitoring or for communication between different production systems. We offer specific data interfaces to integrate our solution based on your OPC/UA standard. Our experts help you to generate the right integration solution based on your requirements.

How to get started in your environment

After an analysis of your Industry 4.0 or IoT targets and environment, we will tailor the installation and software tools or service packages to your needs and define necessary preparation work like system network connections or system upgrades. We will initiate a professional services project in cooperation with our experts and your IT professionals.