

## Industry Services

# More transparency and productivity with Fleet Management Services

### Customer

SW – Schwäbische  
Werkzeugmaschinen GmbH

### Location

Schramberg-Waldmössingen,  
Germany

### Project/plant

Production facility for multi-  
spindle machining centers

### Contract duration

Since 2002

### Product and service scope

- Fleet Management Services
- Continuous development of IT-based service technology

### The challenge

Availability and service are crucial success factors for a globally operating machine manufacturer. That's why Schwäbische Werkzeugmaschinen (SW) always have attached the same importance to innovative service as they do to product technology. SW manufacture multi-spindle machining centers and production systems for the automotive, hydraulic, and aerospace industry.

Early on, SW identified the potential for further improving their service through Internet-based IT solutions. However, rather than invest in creating a new IT architecture, SW preferred to use an existing solution.

#### Priority objectives were:

- Remote monitoring of machine condition
- Initiating and evaluating analyses online
- Identification of potential problems
- Support of preventive maintenance planning on site
- Advising customers how to increase the productivity of their machines

### The solution

Fleet Management Services were the first choice for SW because the solution allows ongoing developments in partnership with Siemens.

Fleet Management Services deliver data for calculating the total costs of a machine over its entire lifecycle. All data are transmitted over the Internet via encrypted links. The standardized services are divided into two areas:

#### Fleet Reliability Services

- Creation and optimization of service processes
- Online access to the machine control unit by service engineers for fault clearance
- Diagnosis of malfunctions by means of data and messaging services (for example, SMS and email)



Access to relevant data – from anywhere at any time

»As a highly specialized medium-sized company with about 300 employees, we naturally don't have service engineers in every country who can support customers locally. But that's not actually necessary. Thanks to Fleet Management Services, we can still provide assistance to our customers in China, the U.S., and elsewhere right from Waldmössingen.«

Johannes Zuckschwerdt,  
Head of Development  
Services, Schwäbische  
Werkzeugmaschinen GmbH



*Fleet Management Services are fully integrated in Sinumerik Integrate – the control software for innovative machine tools*

#### Condition Monitoring

- Creation and optimization of maintenance processes
- Condition monitoring and assessment of machine components
- Planning and implementation of preventive and/or condition-oriented maintenance measures

With Fleet Management Services, SW's customers can plan the maintenance and servicing of their machines more effectively over the entire lifecycle. Reliably scheduled maintenance downtimes do not put delivery deadlines at risk, and they make maintenance costs more predictable in the long term – because thanks to the detailed data on the condition of important components, the customer knows precisely what spare and wearing parts are needed at any time.

#### The benefits

Machine manufacturers and operators profit equally from Siemens Fleet Management Services. These Services increase transparency and ensure that production is as trouble-free as possible.

If an unscheduled outage ever occurs, the fault can usually be quickly analyzed and rectified online on the basis of the continuously recorded condition-monitoring data. Using this detailed diagnostics data, the manufacturer can also assist his customer with the optimization of production processes, enabling him to improve machine capacity utilization and productivity.

#### The advantages at a glance:

- Early detection and time- and cost-saving elimination of potential problems
- Fewer downtimes and outages, reduced follow-up and warranty costs
- More effective planning of preventive and condition-dependent maintenance
- Increased availability, capacity utilization, and production security
- Systematic control of improvements

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