WL REMOTE SERVICING FOR MACHINE BUILDERS

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IMPROVING REVENUES AND MARGINS WITH REMOTE AFTERSALES

The importance of aftersales is common to all machine manufacturers. A study conducted among 30 Fortune 500 manufacturing companies found significant differences in how efficiently industrial machine manufacturers utilize aftersales services to generate revenue. With aftersales services, the approached companies create an **additional 16-75% of revenue** compared to the initial machine price. The study also found that new machines are being sold with an average margin of 10%, while aftersales services could be sold with an average margin of 25%. By offering remote aftersales services, such as Remote Servicing, the aftersales margins could even be increased. Most importantly, with remote aftersales services, machine builders could offer their customers a unique selling point, which would significantly **improve customer loyalty**.

Worldline

IMPROVING AFTERSALES WITH WL REMOTE SERVICING

With WL Remote Servicing, machine manufacturers are able to remotely service their machines at customer sites and increase revenues created by aftersales services.

By being able to remotely service legacy and new industrial machines, travel costs of field technicians can be decreased, while the servicing of machines may be initiated almost instantly after a servicing request or an automated event trigger.

The remote servicing capabilities allow machine builders:

20-30%
travel cost
reduction

15-30%
field technician
manpower costs

+100%
proactivity
towards customers

Remote servicing is also an easy and efficient way to start reshaping the **business from a product to a service centric approach**. Each machine may only be sold once but by offering remote aftersales services, such as WL Remote Servicing, revenues can be generated throughout the whole machine lifetime.

Easy to set up

Machine builders service teams (support) have a one-stop shop for reaching all machines in the field and their environments. Complexity of the different underlying networks is hidden: connect with a click!
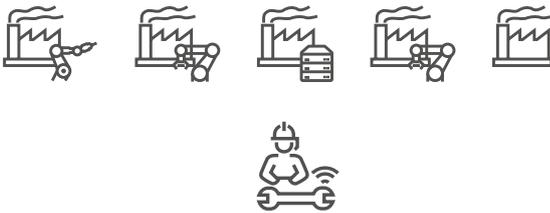
Performance Optimisation

Part of the data being collected is directly related to the machine usage & performances (operating hours, number of actions done per jour/shift/day, etc). Having this visibility on the field can lead to new consultancy offers for better asset management.
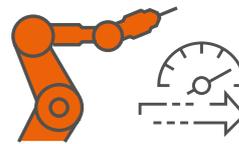
Update from any location

The software of industrial machines can be updated at any time of the day by the remote and automatic file transfer. The guaranteed file delivery and order management functionalities will ensure that transferred files and messages will be received by the machines in the right order, even after a temporary internet connectivity outage.
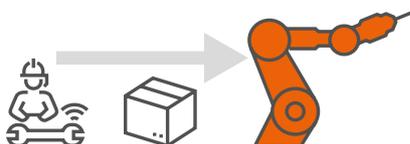
Granting access

Different groups and users with different expertise, both internal and external to the enterprise, can connect to our Codex Connectivity Platform with fine grain permissions, matching complex maintenance organizations. Audit trail allows tracing the history of all exchanged data.

WORLDLINE IS THE LEADER IN PROVIDING CUTTING EDGE INDUSTRIAL IOT SOLUTIONS

As remote servicing is often seen as the first step of the shop floor digitalization process, it is ever more important to have a partner at hand whose support and solutions go beyond remote servicing.

With its IoT solutions, Worldline has been providing connectivity services to companies such as Siemens for over 15 years, evolving to a specialized industrial solution with a strong focus on security, legacy machine connectivity and machines with a long lifespan.

As a result of the cutting edge technology used in Worldline's solutions, several analyst companies have rated Worldline as the IoT leader.

15 years development	**360** thousand machines
20 million monthly sessions	**25** terabyte monthly telemetry

MANAGING THE SECURITY OF INDUSTRIAL MACHINES

State-of-the-art security mechanisms form the foundation of WL Remote Servicing, ensuring the protection against cybersecurity threats and the business continuity of industrial machines.

- Machines are only accessible when needed
- Hides data from the internet
- Advanced machine access permission settings
- Strict control over what is being downloaded
- Audit trail for action tracing
- Network details are stored in a key cloak, only accessible by administrators
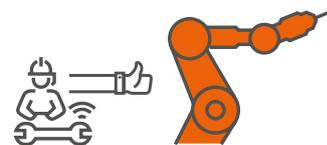
Monitoring in real-time

Service technicians are able to configure advanced thresholding, filtering, Data enrichment with external sources such as Knowledge database. Alert and notifications are recorded in the alert logbook and graphs, as well as notified to different groups of people and any incident management systems.

Analysing & Fixing issues

Associated with a problem solving Knowledge Database, the events and technicians inputs are gathered to improve "FixItRightTheFirstTime". Then technicians can connect to the machine and perform corrective actions through appropriate tools or inform local field technicians on the required maintenance action.
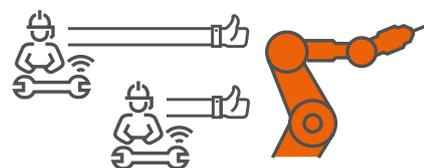
Edge-side integration

Edge-side fast connect: simple software to install on the machines, on gateway devices, or on SCADA servers to start – no coding. Flexible APIs to integrate with enterprise IT (LDAP, EAM, CRM, Knowledge Database, etc) and IoT/Data analytics platforms. Supports most common Remote configuration, Collaboration & Repair Tools (RDP, TeamViewer, File Update, VNC, HTTPS).

Collaborate to avoid mistakes

Machine users and remote technicians can use the solution to remotely collaborate, e.g. in order to clarify machine user questions before making a business critical mistake or to provide remote training.

About Worldline

Worldline [Euronext: WLN] is the European leader in the payment and transactional services industry. With innovation at the core of its DNA, Worldline's core offerings include pan-European and domestic Commercial Acquiring for physical or online businesses, secured payment transaction processing for banks and financial institutions, as well as transactional services in e-Ticketing and for local and central public agencies. Thanks to a presence in 30+ countries, Worldline is the payment partner of choice for merchants, banks, public transport operators, government agencies and industrial companies, delivering cutting-edge digital services. Worldline's activities are organized around three axes: Merchant Services, Financial Services including equensWorldline and Mobility & e-Transactional Services. Worldline employs circa 11,000 people worldwide, with estimated pro forma revenue of circa 2.3 billion euros on a yearly basis. Worldline is an Atos company. worldline.com

For further information
infoWL@worldline.com

worldline.com

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