

# The Future of Support

myConnect.

Maximum support – Full networking



# *THE INTERNET OF MACHINES*



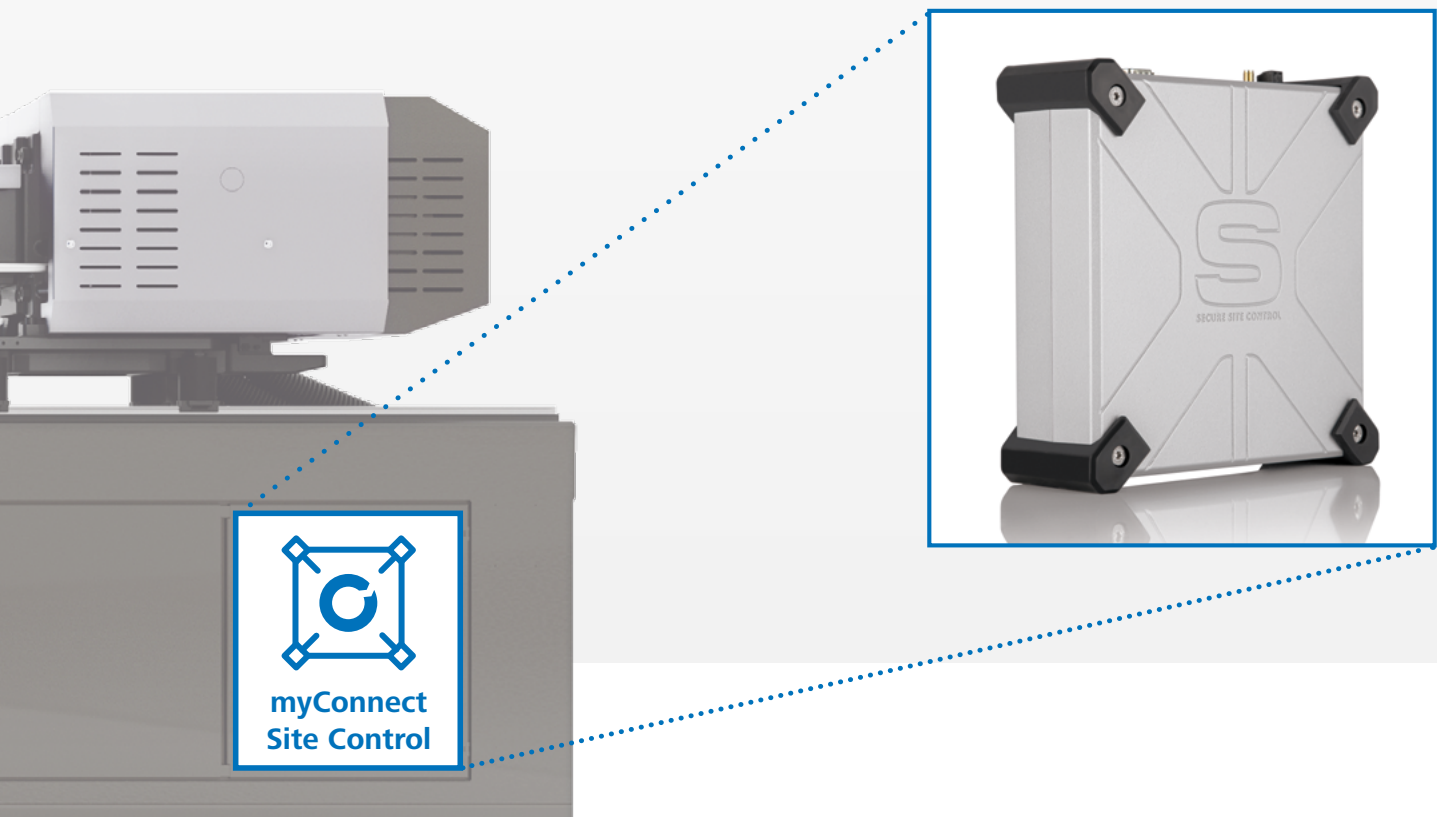
## With myConnect to the Smart Factory

myConnect is our answer to the digital age. The modular platform provides access to a wide range of functions, which enables you to react quickly in the event of a disruption to your production process. In addition, you have a real-time overview of all your data.

The heart of myConnect is the fully integrated Site Control. This link enables direct communication with the CPU and HMI of your injection moulding machines with our software solutions.

Using this platform, you can access a wide range of machine parameters and, for example, visualise your production data anytime and anywhere.

The modular structure of the software enables a tailor-made configuration that can be configured to your specific needs.



# myConnect

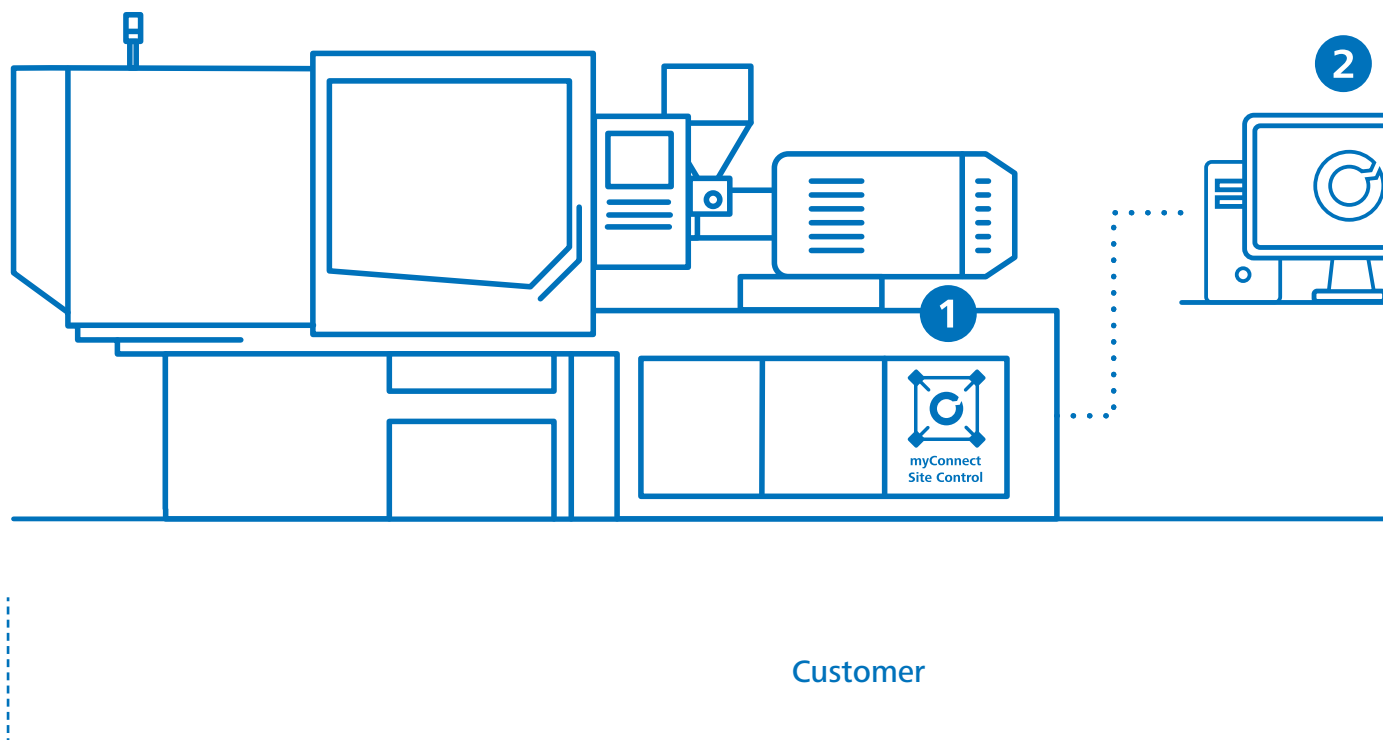
## Structure and set-up.

### 1 – Full connectivity

If several machines are in use, they are combined in a network. The network can be accessed via both fixed and mobile terminals. In this way, data queries can be aggregated over an entire site, for example. You always have an overview of your entire production.

### 2 – Secure connection

If a fault occurs, you can open a service request immediately. myConnect establishes a connection to the central server via a secure VPN tunnel and places a request in our service message system. The TÜV IT certification for the connection ensures maximum security when exchanging your data.

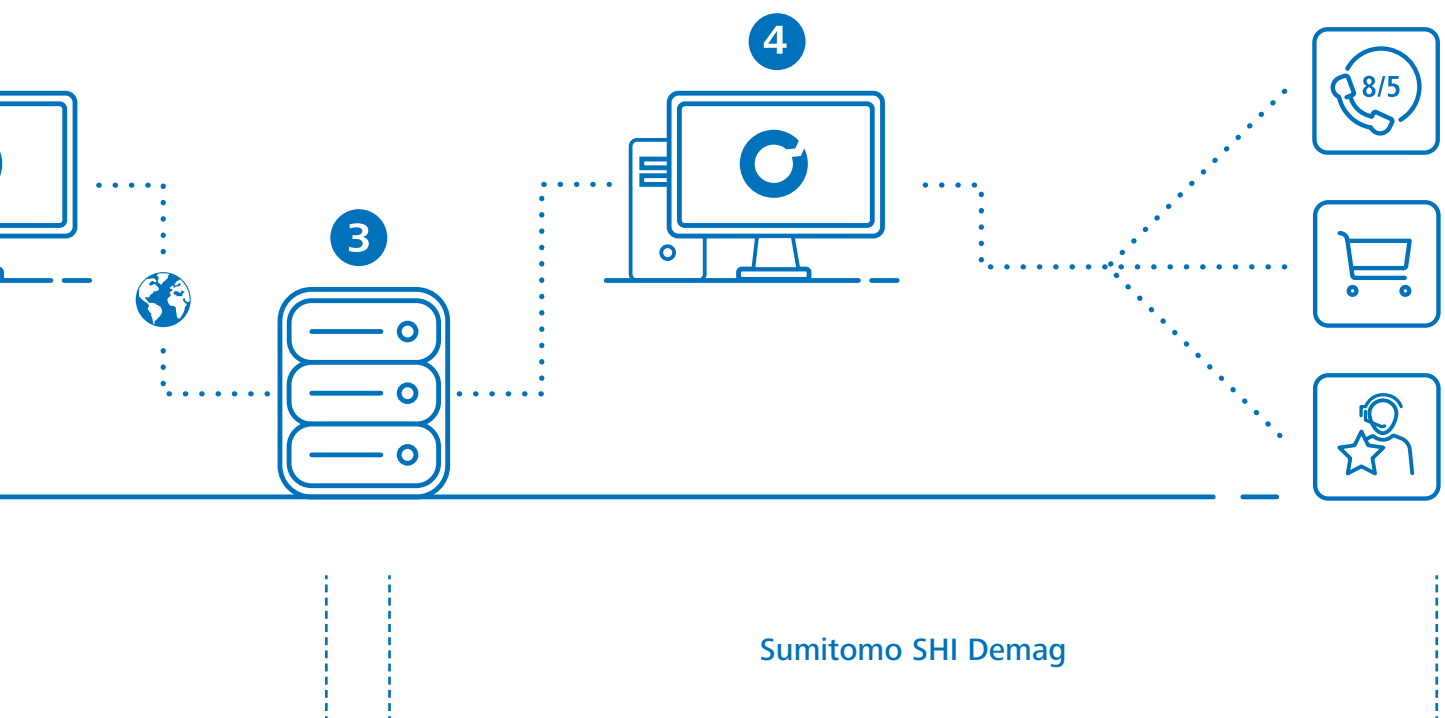


### 3 – Maximum data protection

The central server, which acts as an intermediary between the customer and Sumitomo (SHI) Demag, is operated exclusively in Germany and is subject to the strict data protection guidelines of the DSGVO. An active connection will only be established with the consent of both parties.

### 4 – Next Level Support

Once the connection is established, the complete digital service world of Sumitomo (SHI) Demag opens up to you. In addition to access to our extended live support functions, such as direct communication with one of our service employees, access to our database for spare parts is also included.



# MYCONNECT BASIC.



**mySupport**

Live Support



**myDocumentation**

All digital



**myLiveCycleLog**

Full overview



**mySpareParts**

Original parts with one click



**myConnectApp**

Always informed



## mySupport

### Fully integrated in the press controls

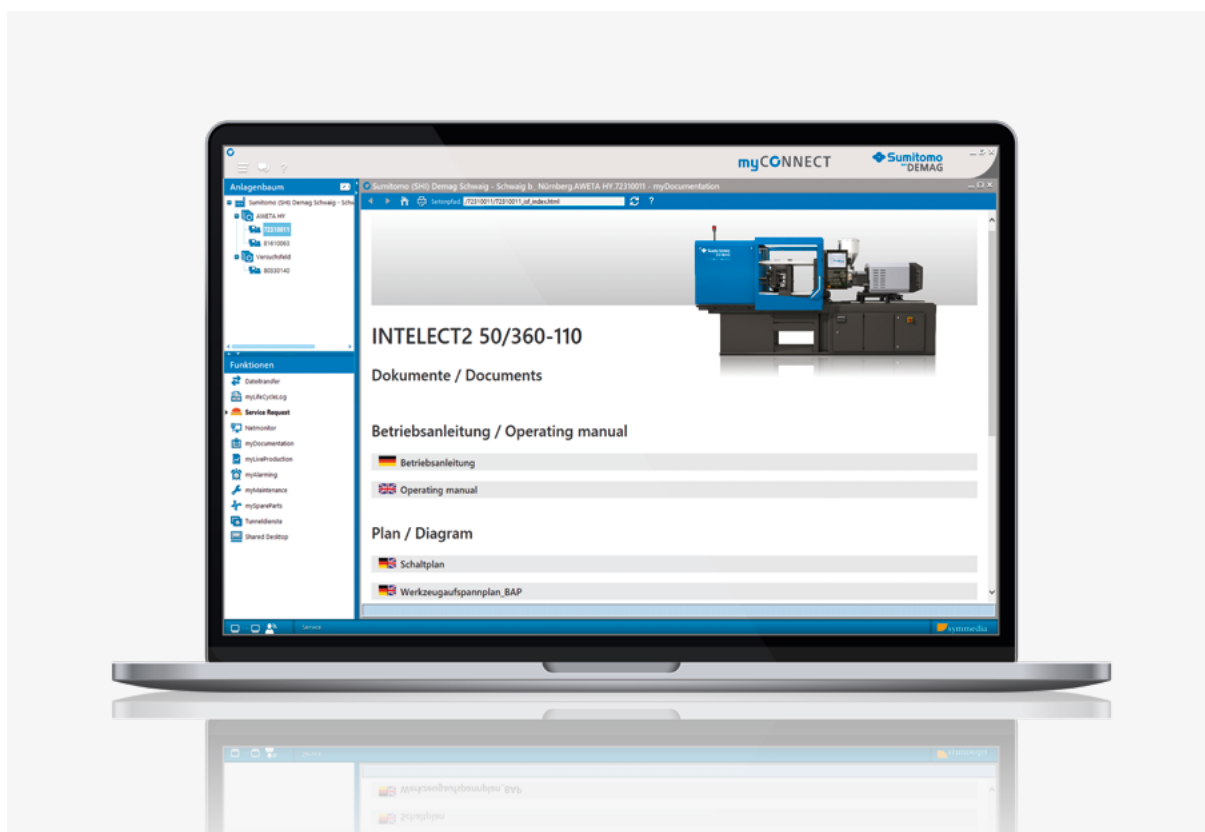
As soon as a fault occurs, you can send a service request to Sumitomo (SHI) Demag at any time directly from the machine operating terminal, your PC or a mobile terminal. This gives us the opportunity to connect remotely directly to the machine in order to carry out a precise analysis and solve the problem quickly.



## myDocumentation

### Digital machine documentation

All digitally available documentation can be called up immediately from your plant. When the documents are called up, the system automatically checks whether updates of the requested data are available at the headquarters of Sumitomo (SHI) Demag. This ensures that you always have access to the latest version of the documents.





# myLiveCycleLog

## History always available

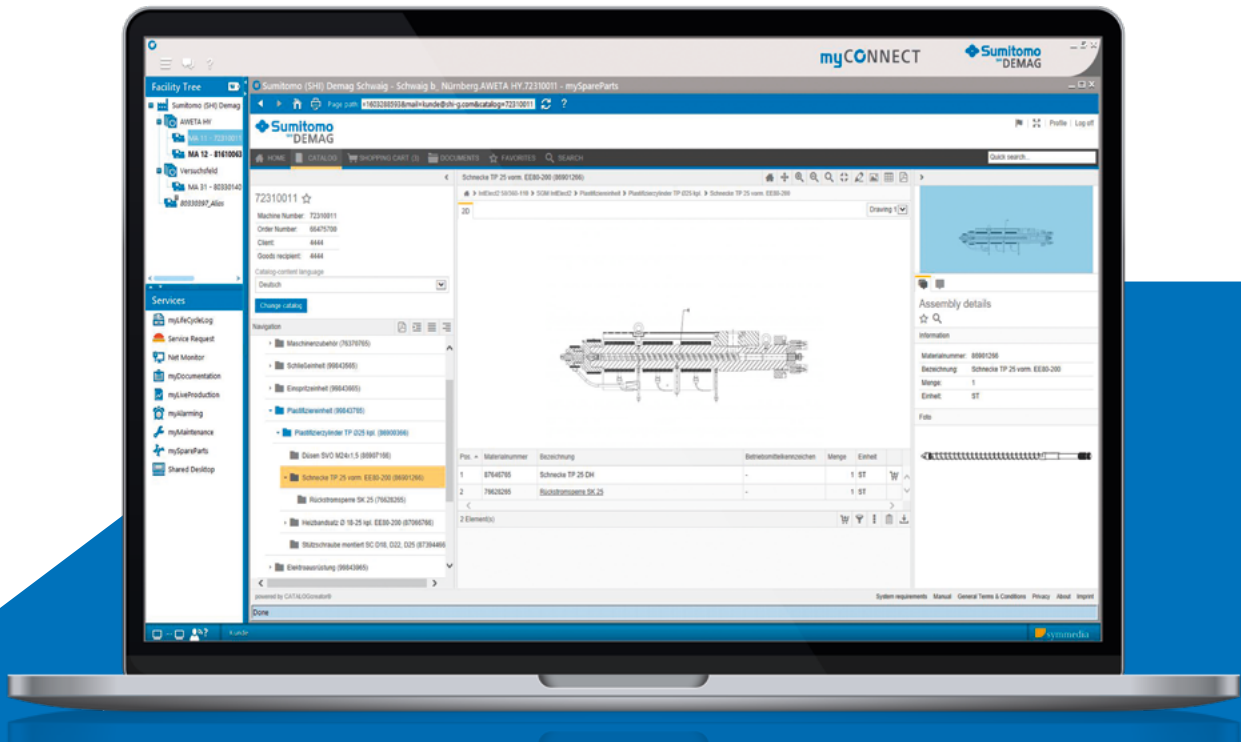
All essential events of your machines are documented. Thus you have the possibility to trace the complete history for all your machines at any time.



# mySpareParts

## Online spare parts catalogue

Online access to the specific spare parts catalogue of your machines. This enables you to directly identify the required spare parts by means of images and drawings. This allows you to select the right spare parts easily, quickly and independently. This saves valuable time during a production stop.







### Mobile control

With myConnect App you can keep track of your machinery even when you are on the road. You can display the most important key figures, such as operating status, order progress, rejects and the existence of faults. In addition, you have the possibility to send a service request (call for help) and view existing service requests for all your machines.



# MYCONNECT PREMIUM.



## mySupport Premium

Always and everywhere



## myApplicationExpert

KnowHow at the touch of a button



## mySmartVision

Full view



## myMaintenance

Cleverly planned



## myProduction

Complete control



## mySupport Premium

### 24h – 7 days – 3h reaction time

Online support around the clock, seven days a week, with a guaranteed response time of three hours from the time a problem is reported. All mySupport functions, such as direct communication with our service staff, are naturally integrated.



## myApplicationExpert

### Application technical support

During our business hours you will receive online support from our application technology department five days a week (Mon - Fri). By means of chat function, video or VNC connection a common process adjustment can be carried out directly at your plant. In this way you can optimise your processes, increase the quality of your parts and reduce cycle times.





# mySmartVision

## Service technician sees the situation on site

You will receive a fully configured pair of Smart Glasses on which our service app is already pre-installed. Using the conference function, you can quickly resolve the fault in question in direct communication with one of our service staff via video chat. In addition, our employee can import required documents such as circuit diagrams or similar directly into the glasses. This guarantees a quick solution to the problem.





### Clear maintenance planning

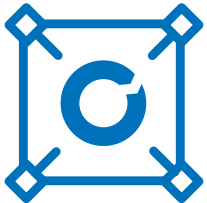
A maintenance manager for all maintenance tasks on the press, including documentation of tasks and recommendations for the necessary tools and consumables. The maintenance tasks of each individual machine are synchronised with the PC software. This gives you an overview of all pending maintenance tasks for the entire connected machine park. This enables optimum planning and coordination as well as on-schedule execution of the pending maintenance tasks.

### Production data at a glance

With the help of up to 16 individually configurable dashboards, you can visualise any process values, such as good parts of the current production or current temperatures. Various types of diagrams are available for this purpose, such as line, pie, bar charts, etc.





myConnect Basic  
myConnect Premium  
%





myConnect  
Site Control


**Hardware**  
(One time only)




 mySupport


 myDocumentation


 myConnectApp


 mySpareParts

 myLiveCycleLog

**Software**  
(monthly)









mySupport premium


monthly






myProduction


monthly






myApplicationExpert


monthly






myMaintenance



monthly





mySmartVision





One time only


Save up to 60% on the basic price\*


**Subscription period\***  
Use longer and save money!

1 Year .....	€€€€
2 Years .....	€€€
3 Years .....	€€
4 Years .....	€

**Number of machines\***  
The more machines, the lower the price

€€€€.....	
€€€.....	
€€.....	
€.....	

\*The graphics only serve to illustrate the offer and do not give any information about the exact cost savings! Please contact us directly to find out about your price advantage.



## Contact us directly!

Together we will find the perfect myConnect package for you.

### Your contact

#### Spare parts team

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