*New software makes innovative service concepts possible*

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**"Like the emergency button in an elevator."**

**When a machine or system requires service support, it is generally an emergency situation. Quick assistance is required, which in a time of lockdown and travel restrictions poses a great challenge for businesses. Cideon is helping medium-sized machine and plant manufacturers to meet this challenge. Cideon Enify, a new SaaS rental model software solution, ensures that machine manufacturers and operators around the world can visually share information in real time. Machine faults are then quick to remedy.**

Gräfelfing, October 6, 2021 – Now available: Cideon Enify, the new software solution enabling efficient new service concepts for medium-sized machine and plant manufacturers. Cideon has developed the solution with a clear goal in mind: to instantly remedy any fault or malfunction in the live operation of a machine or system. This also needs to be possible internationally, as well as digitally, without requiring a service technician to travel around the world.

Stephan Kranz, Head of Special Projects at Cideon, sums it up succinctly: “The software supports globally operating machine manufacturers to circumvent the many travel restrictions that currently exist in the global market. At the same time, it networks machine suppliers and operators more closely with one another, and on an international level.” By developing Enify, Cideon also wants to increase the competitiveness of its customers by enabling completely new service concepts for after-sales business.

**Real-time video streaming creates clarity**

In the initial step, the app is set up like a messenger service with a video function. Images and videos of a machine or system can be shared, regardless of the end device and without software installation, for example, via a tablet, smartphone or even PC. A special feature of the application is that key areas of a machine or system can be marked and labeled using live pointers based on AR technology. A drawing function enables service technicians to give real-time instructions to operators on how to repair or maintain a machine. Live streaming also helps companies avoid ambiguities and misunderstandings, especially in regards to language differences. Another advantage is instant documentation through all service cases being automatically stored in the cloud.

**Future steps: ERP and CAD coupling**

The new software solution has been available since July 1, and is now being systematically expanded to include additional functions. Cideon already intends to connect CAD systems and ERP solutions to Enify in the near future. Then, for example, parts lists in systems such as SAP can be synchronized and shop systems connected. Experts at Cideon are also making groundbreaking development steps with customers and interested parties being invited to act as pilot customers to help shape further developments based on actual practice. The goal is a software solution that exactly meets the practical needs of medium-sized businesses today and in the future. State-of-the-art technologies such as augmented reality and smart glasses are of course also being utilized.

**Conclusion:**

Stephan Kranz, Head of Special Projects at Cideon explains: “Cideon Enify is a valuable tool for connecting machine and system manufacturers more closely to their end customers. The software works like the emergency button in an elevator. We are giving companies the opportunity to communicate live, digitally and without delay in the event of an incident.”

More information at [www.cideon.de/loesungen/cideon-enify/](https://www.cideon.de/loesungen/service-app/)

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**Images**

Stephan Kranz.jpg: “Cideon Enify networks machine suppliers and operators more closely with one another, and does so on an international level. This then enables completely new service concepts in the after-sales business.”

Service App@4x.jpg: Close connectivity between machine manufacturers and operators ensures quick troubleshooting in the event of a problem and direct communication between all involved parties.

Smartphone.jpg: Operators and service personnel can digitally share information directly at the machine using any device and without having to install any software. A video drawing function provides clarity in real time.

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**CIDEON**

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Further information is available under [www.cideon.de](http://www.cideon.com)