*Cideon Enify incorporates knowledge management*

Cideon at Hannover Messe

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Hall 11, Booth E06

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**Service know-how guaranteed**

**The service platform Cideon Enify ensures that machine manufacturers and operators can communicate visually and in real time in the event of service needs. Work instructions are sent to the machine in real time, and relevant system components can be identified using a live pointer based on AR technology – which has long since become reality. Now, a knowledge management system has also been incorporated to secure cloud-based access to know-how relevant for future servicing. What is more, an interface to a spare parts webshop guarantees that future service cases can be processed smoothly.**

Hannover/Gräfelfing, 30 May 2022 – It has been available since the middle of last year: The service platform Cideon Enify, which provides for simple visual communication between the manufacturer and operator of a machine or plant installation. The focus of current further developments lies in securing access to relevant know-how. The newly incorporated knowledge management system lends active support to subsequent service assignments and can also be used for training purposes. All service information is saved automatically in the cloud – all maintenance work and every replacement of machine parts are documented directly. The central storage of service-related information and data, together with location-independent access to the corresponding communication, ensures the efficient use of existing resources. At the same time, this new form of collaboration between systems and personnel can serve as a stepping stone to future business models such as PaaS (Platform as a Service). It goes almost without saying that cutting-edge technologies such as augmented reality and smart glasses have been built into the solution.Due consideration has also been given to the interaction with other systems: ERP, PDM or PLM systems can be linked up to the application per individual customer demands.

The main aim is to guarantee fast access to all machine-relevant information and data, for example to parts lists or spare part catalogues. But media continuity within a system is not the only important aspect – seamless communication across all devices is equally decisive. Via a QR code, the user can choose to open a video chat via an augmented reality headset. This has proved especially useful in situations where a service technician requires both hands for the actual repair work on the machine, but it is at the same time necessary to maintain audio-visual communication. The user can naturally use the same code to switch to a mobile phone or tablet, or else to participate in the call via multiple devices.

**Spare parts webshop included**

Demand analyses and discussions with customers during the development phase indicated that a dedicated webshop for spare parts would be especially beneficial. After all, technicians are often dependent on fast and uncomplicated access to the necessary spare parts in order to complete a service task. For machine and plant engineering companies, furthermore, this brings new and direct opportunities to offer components for a supplied machine. But how does it function in practice? Spare parts are often marked as such in CAD systems, which means that they can be exported automatically as CAD drawings and displayed in Cideon Enify by way of a 2D or 3D viewer. Corresponding settings allow the user to specify the detail level to which components are to be shown in an exploded drawing. It can similarly be specified whether a customer is permitted to order a part independently within the framework of the normal service process. Alternatively, a “shopping list” can be sent to order management to enable the required parts to be ordered as quickly as possible.

**Practice demands determine developments**

One characteristic feature of Cideon Enify is the high degree of integration into a user’s existing system structures. Cideon is thus also committed to close collaboration with its customers to advance the Enify platform. After all, demands arising from practical use are the most important drivers of future developments. Stephan Kranz, Head of Special Projects at Cideon, explains: “Cideon Enify provides for closer integration between machine and plant manufacturers and their end customers. It secures know-how within the company and enables more efficient use of the available resources when responding to service calls or during maintenance and commissioning. At the same time, this prepares the ground for new business models.”

More detailed information can be found at:

<https://www.cideon.com/loesungen/cideon-enify/>

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**Caption(s)**

Ersatzteil Webshop.jpg: An integrated webshop simplifies the ordering of spare parts.

3D-Modell.jpg: The drawing function in Cideon Enify enables work instructions to be given in real time.

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Further information can be found at [www.cideon.com](https://www.cideon.com/) and [www.friedhelm-loh-group.com](https://www.friedhelm-loh-group.com/de).