

DMG MORI

DMG MORI Monitoring & Service Package

NETservice

The new remote service – quick, secure and intuitive



DMG MORI
Monitoring &
Service Package

- + IoTconnector
- + NETservice
- + MESSENGER
- + COCKPIT

Application examples



Online user support

Process optimisation due to live transmission from the machine



Online training

Optimum learning success through visual guidance



Immediate service support

Camera-supported for fast problem solving

NETservice

Your access to digital service!

The main user benefits of our new NETservice compared to previous remote sessions is the new SERVICEcamera's plug-and-play connection, the multi-user conference facility and maximum data security.

HIGHLIGHTS

- + **Shorter waiting times**, as calls are directly routed to the next available staff member
- + **Higher resolution rate** due to access to CELOS, IPC and NC
- + **Maximum data security**
- + **Optional connection of the SERVICEcamera**: More efficient problem resolution due to live-stream (video/audio/image) from the machine directly to the DMG MORI service expert
- + **Recording** of all service activities
- + **Direct transfer** of document updates
- + **Multi-user conference**
Interconnection of different DMG MORI specialists for faster joint problem-solving
- + **Intuitive operation**
- + **Individual user profiles**
- + **Also for existing machines** using a Retrofit-Kit

Multi-User Conference

Direct user support



Service Hotline



Application technology

Machine operator



Service technician

REMOTE SUPPORT WITH CAMERA AND MULTI-USER CONFERENCE

The new NETservice enables several parties to be interconnected in a multi-user process. This allows operators, service experts, service technicians or other employees from machine manufacturing plants to work together.

- + Faster problem solving due to communication network
- + Immediate access to professional expertise



NETservice

1. Participants

Operators, service experts, service technicians and, where necessary, experts from the plant can work together within the communication network to provide maintenance and support.

2. SERVICEcamera

Targeted support for the operation and maintenance of your machine made possible by real-time transmission.

3. Whiteboard

The whiteboard is a digital sketch paper for conference participants. Together, they can work on photos, screenshots and circuit diagrams (e.g. marking, circling or underlining).

4. Text conference

In the chat session, all text messages are immediately sent to conference participants via instant messaging.

SERVICEcamera LIVESTREAM FOR NETservice

Connection of the optional SERVICEcamera enables direct live streaming from the machine to the DMG MORI hotline. The visual complement of the familiar phone and online sessions with our DMG MORI service experts results in a significantly higher resolution rate.

- + **Plug-and-play connection** without pre-configuration between SERVICEcamera and NETservice (IoTconnector)
- + **Quicker problem identification and resolution**
- + **A description of the problem by phone is often superfluous**
- + Fast and secure **5G WiFi transmission**
- + **Splash-proof housing**
- + Integrated **lighting and laser pointer**
- + **Photo and video storage** on the camera and IoTconnector for subsequent use



IoTconnector

FULL CONNECTIVITY FOR NEW AND EXISTING MACHINES

NETservice is available preinstalled on each IoTconnector and is thus an integral part of the latest generation of DMG MORI machines. Customers with existing machines naturally have the option to retrofit the IoTconnector and NETservice.



The IoTconnector's **Retrofit-Kit** enables easy retrofitting of the IoTconnector with integrated magnetic holder, USB and Ethernet connection anywhere on the machine.

- + The IoTconnector is already perfectly **pre-configured for each individual machine**
- + The IoTconnector connects **DMG MORI machines** with NETservice, ADAMOS and other DMG MORI applications
- + **Standardised interfaces** enable data transfer between the IoTconnector and CELOS APPs e.g. NETservice
- + The **integrated firewall and virus blocker** with automatic updates also ensure maximum protection for your machine





MESSANGER

LIVE MONITORING OF YOUR MACHINES

In addition to NETservice, MESSENGER is also a component of the Monitoring & Service Package. MESSENGER helps you to access detailed machine status information – any time, anywhere.

- + **Increased production** due to reduced idle times
- + **Machine control station display** per monitor in production
- + **Web application** (for all standard smartphones)
- + **Detailed status information** and notification by email
- + **Status history, shift calendar and log book**

DMG MORI Monitoring & Service Package

All-in-one package

- + **Retrofit-Kit** including IoTconnector, Switch, Firewall and Device Management with Updates
- + **NETservice**, pre-installed on the IoTconnector
- + **MESSENGER V2 Update**, pre-installed on the IoTconnector
- + **COCKPIT**



MONITORING & SERVICE PACKAGE

1 machine	€ 125 per month
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Up to 4 machines	€ 275 per month
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SERVICEcamera

WiFi camera	only € 349
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The runtime for the DMG MORI Monitoring & Service Package is 24 months.

IoTconnector

Secure connectivity

NETservice has been specially developed to meet high customer demand in the machine tool industry. This particularly applies to maximum data security.

With an integrated firewall and virus blocker, the IoTconnector provides secure access to the CNC control system.



Contact

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All information
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