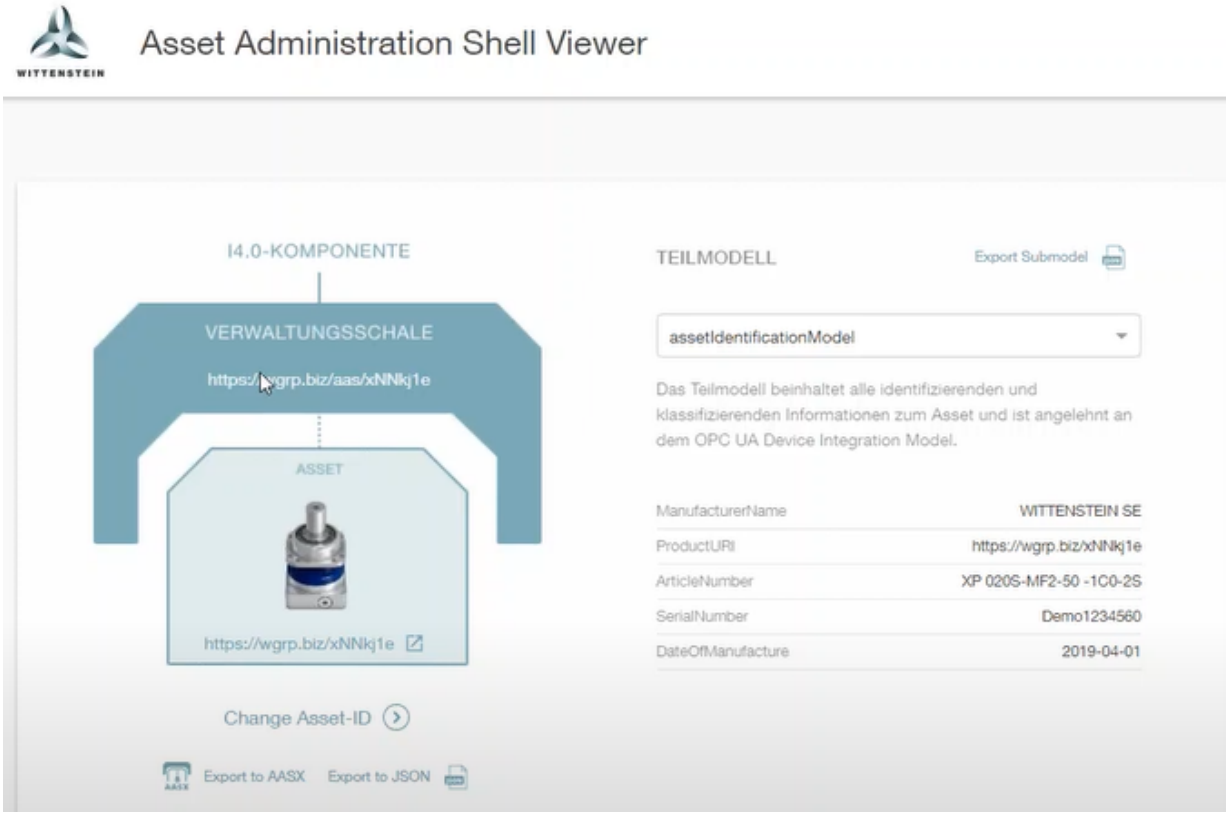
Factsheet Wittenstein Service Portal



Virtual bridge to the customer

- Reduced downtime and associated consequential costs
- Efficiency increase in the procurement of information (certificates, instructions, successor products, firmware)
- Increased machine productivity and quality through additional data-based services (e.g. cynapse anomaly-detection service)
- Comprehensive asset management
- No lock-in effects, free choice of platform for intelligent services

Engineers and operators today often work with proprietary and closed digital solutions, which costs a lot of resources, productivity and leads to expensive interfaces between systems. With the development of smart products with integrated sensors, communication interfaces and the data-driven services that build on them, the need for digitally available product information is increasing, so interoperable interfaces are becoming ever more important. The Asset Administration Shell as a basic building block for the WITTENSTEIN Service Portal ensures this seamless exchange of information - also from the customer back to the manufacturer.

Asset Administration Shell - basic building block for interoperability

WITTENSTEIN - Digitalisation in mechanical engineering - The horizontal value chain of the future
The **Asset Administration** Shell is a basic building block for the WITTENSTEIN Service Portal and is continuously being developed in line with use cases. The potential of the open and modular concept of the AAS and its submodels was recognised early on. Initially, WITTENSTEIN started with its own simple submodels, such as identification, which could easily be replaced by standardised submodels over the years of further development. The infrastructure of the portal was also expanded and adapted again and again without any problems. Today, the AAS supports WITTENSTEIN's strategy for intelligent products and data-driven services and business models. The interoperable use of product data expands the manufacturer's digital touchpoint with the product and enables it to increase efficiency in its own service, which has a correspondingly positive impact on the user.

The Wittenstein Service Portal the digital access for the customer

The WITTENSTEIN Service Portal is not only a value-added service offering for integrators, OEMs and operators, but also a key differentiator from other suppliers. It offers customised information and services for every single gearhead, motor, actuator or drive - in short, almost every product manufactured. Gearheads with Cynapse functionality and Smart Services are fully integrated and build important bridges to WITTENSTEIN components used in IIoT environments. The WSP is a web-based, interactive customer portal that is individually tailored to the needs of users such as software developers, fitters, maintenance engineers and commissioning and service technicians.

A large number of WITTENSTEIN products have been given a digital twin in the Service Portal in recent years. Whether gearheads, motors, actuators or drives - all relevant product information such as video tutorials, documentation, certificates, technical data, add-on parts and accessories, successor models, firmware files and contact details are mapped in the WSP and automatically updated throughout the entire product lifecycle. In addition, customers can use the Service Portal to request replacement products or register products for inspection or repair in the fastest way possible.

From their own experience that much of the existing product data was locked in internal IT systems and processes, the realization matured that sustainable, sovereign and interoperable ecosystems are only possible with open standards. Thus, when designing the portal, care was taken from the outset to avoid proprietary interfaces and closed digital solutions, relying instead on free, interoperable solutions. This is how the **Asset Administration** Shell became one of the basic building blocks of the WITTENSTEIN Service Portal. In order to be able to support as many of our customers' platforms and IIoT ecosystems as possible and to keep the integration costs of proprietary interfaces as low as possible.

WITTENSTEIN - Digitalisation in mechanical engineering - The horizontal value chain of the future
https://www.youtube.com/watch?v=bstkpRcGz54
Bernd Vojanec from WITTENSTEIN: The Asset Administration Shell in practice
https://www.youtube.com/watch?v=VE6gx2GIv9k&t=40s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