

Meet Antje

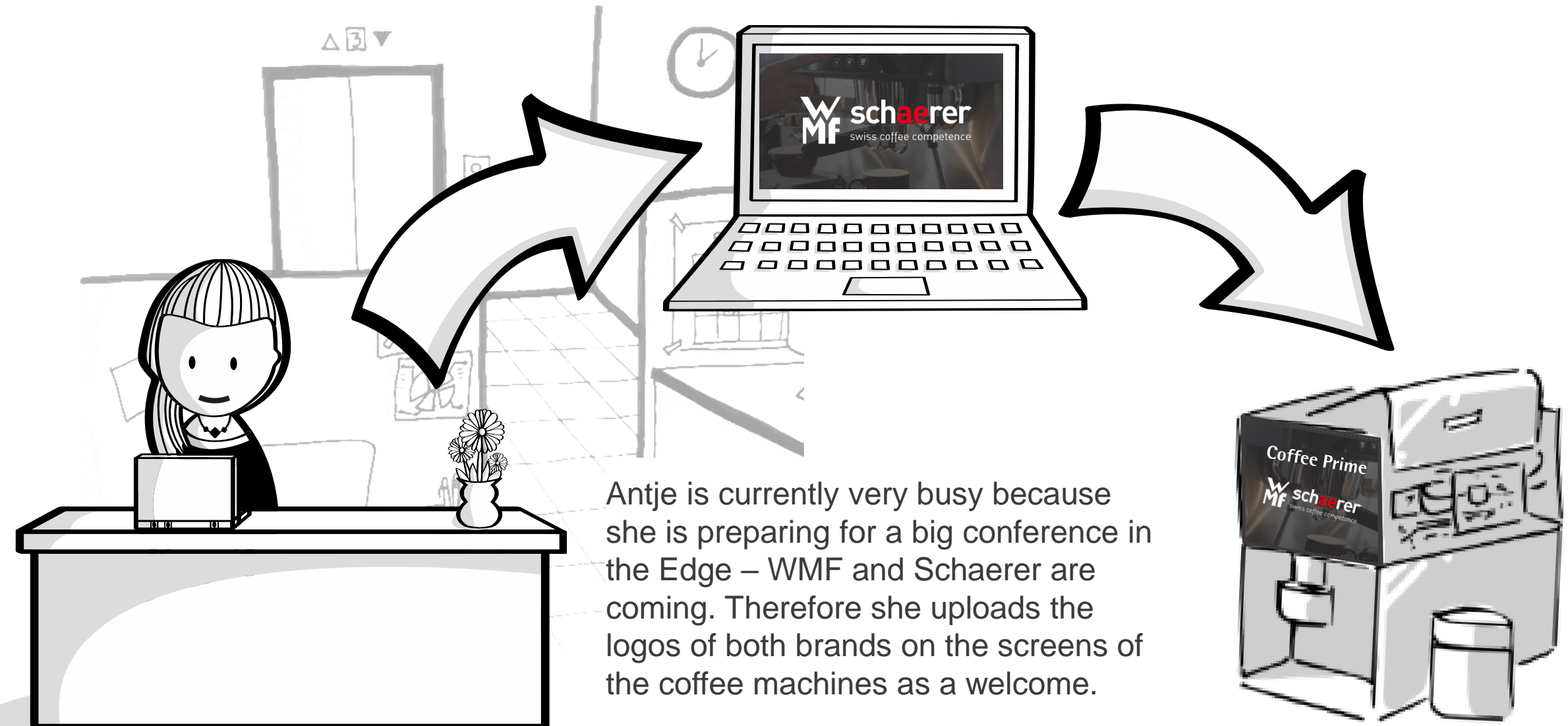


Antje, 32

Office Manager
"The Edge"

Antje is working for "The Edge". She is responsible to take care for all employees' needs. She is the fairy godmother of "The Edge"

... maybe a real story

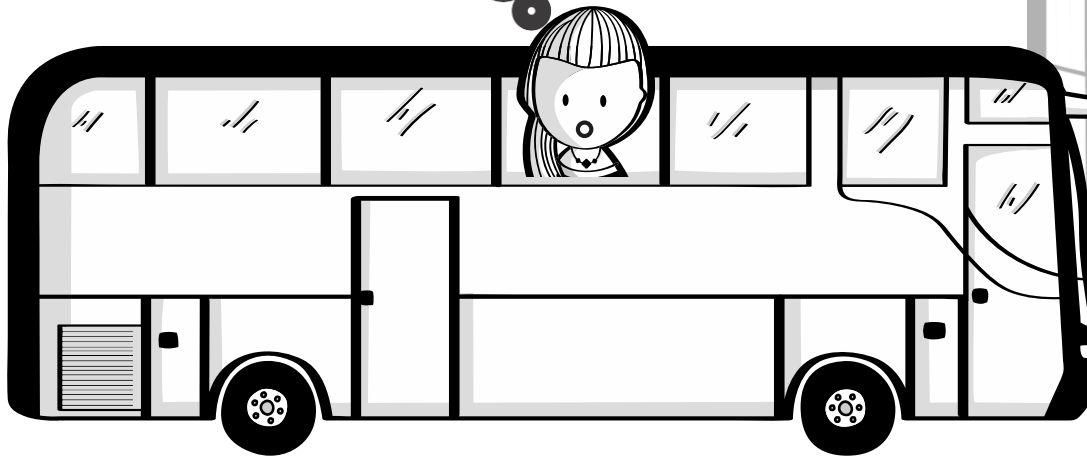


Antje is currently very busy because she is preparing for a big conference in the Edge – WMF and Schaerer are coming. Therefore she uploads the logos of both brands on the screens of the coffee machines as a welcome.

The next day ...

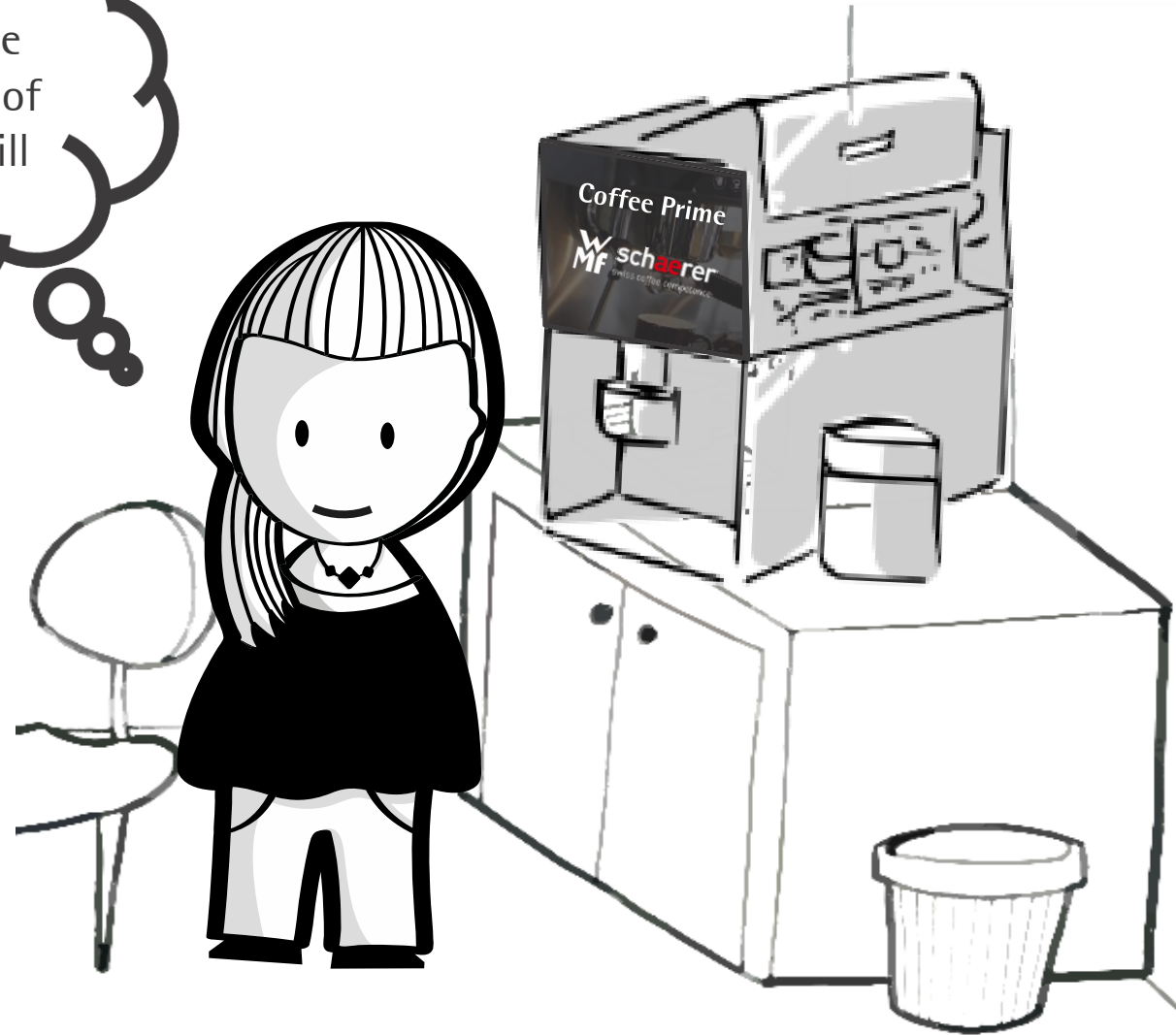
On the next day, on her way to the office, Antje already checks the filling levels of the coffee machines and the consumption behavior of WMF and Schaerers conference. When she looks on the dashboards, Antje finds out, that the group drank a lot of espresso. "Wow – it must have been a very hard conference day with this amount of espresso!"

Wow – it must have been a hard conference day with this amount of espresso ...

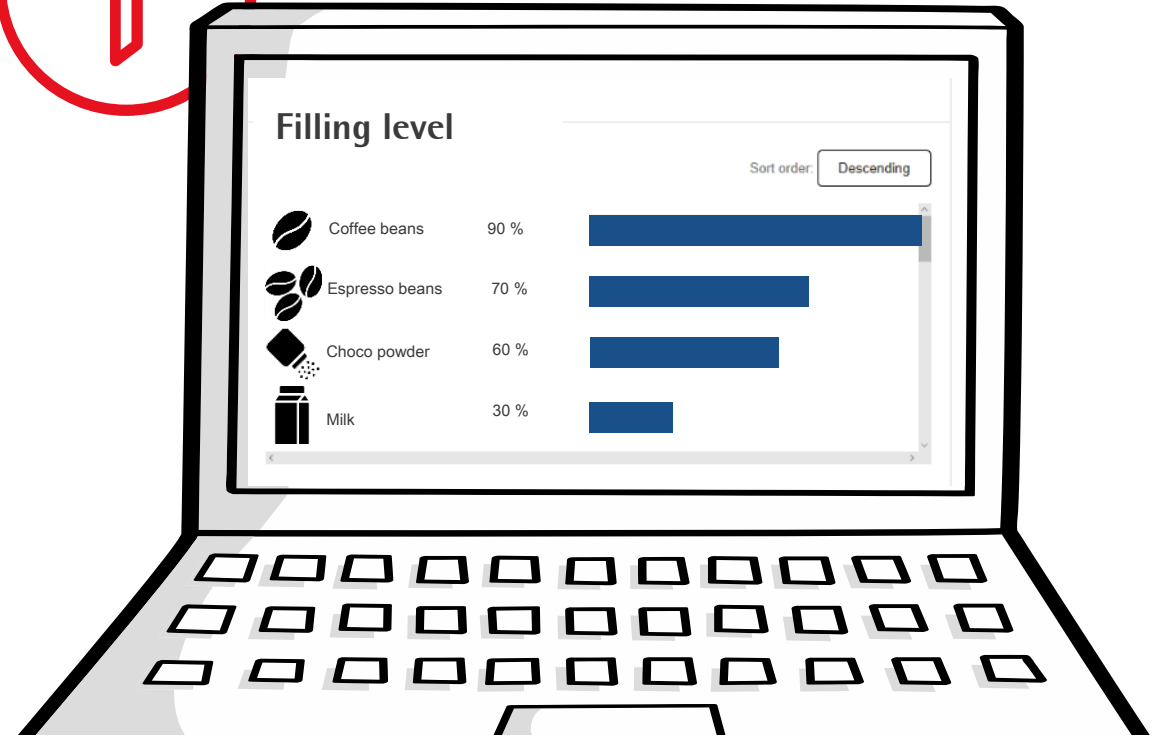
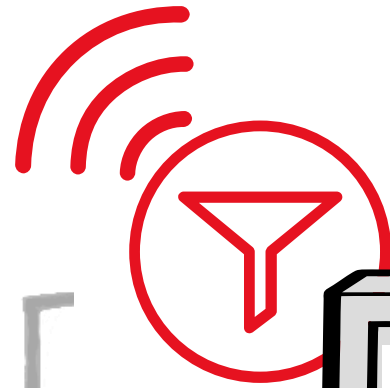


This machine
needs 1 liter of
milk - let's fill
it up!

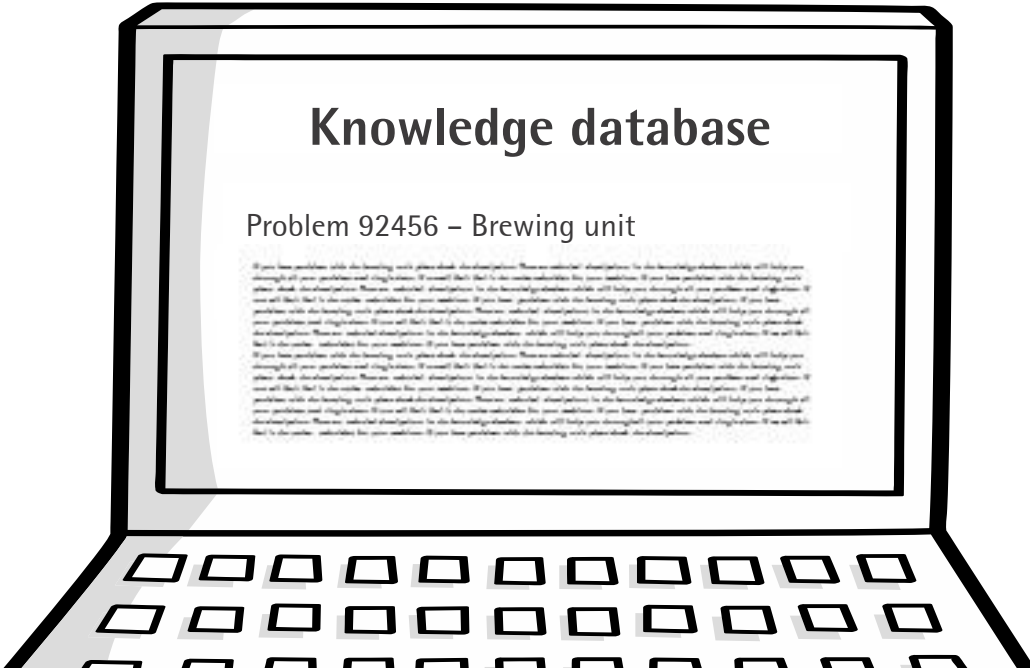
After arriving at the office, Antje visits all coffee machines in the building which have a low level of ingredients. Because of the condition monitoring at the dashboard, she sees which coffee machines need to have a refill in which ingredient. For Antje that means, that she doesn't have to walk to every single coffee machine – and saves a lot of time.



Great!
Now, I will be on
time for my
dancing class at 3
o'clock.



After her tour, Antje double checks if she missed a coffee machine. She sets a filter on all coffee machines that were used at the conference. Great! Everything is filled up properly. Ready to go! She will be on time for her dancing class and leaves the Edge.



While she is clicking around on her dashboard, she suddenly gets a notification. - A brewing unit of the machine Coffee Prime on the 1st floor in foyer 3 is not working properly. - Antje knows about the Knowledge database from Schaerer and WMF. She opens the tool and searches for “problems with alert 92456 brewing”. She quickly finds an article about this alert in the database. But she recognizes – even though she already fixed a couple of problems with the machines – she is not able to fix this one on her own.



So she calls Karl – her service technician.

Meet Karl



Karl, 38

Service Engineer
"Schaerer AG"

Karl is a service engineer at Schaerer AG and responsible to repair and maintain coffee machines for all his clients.

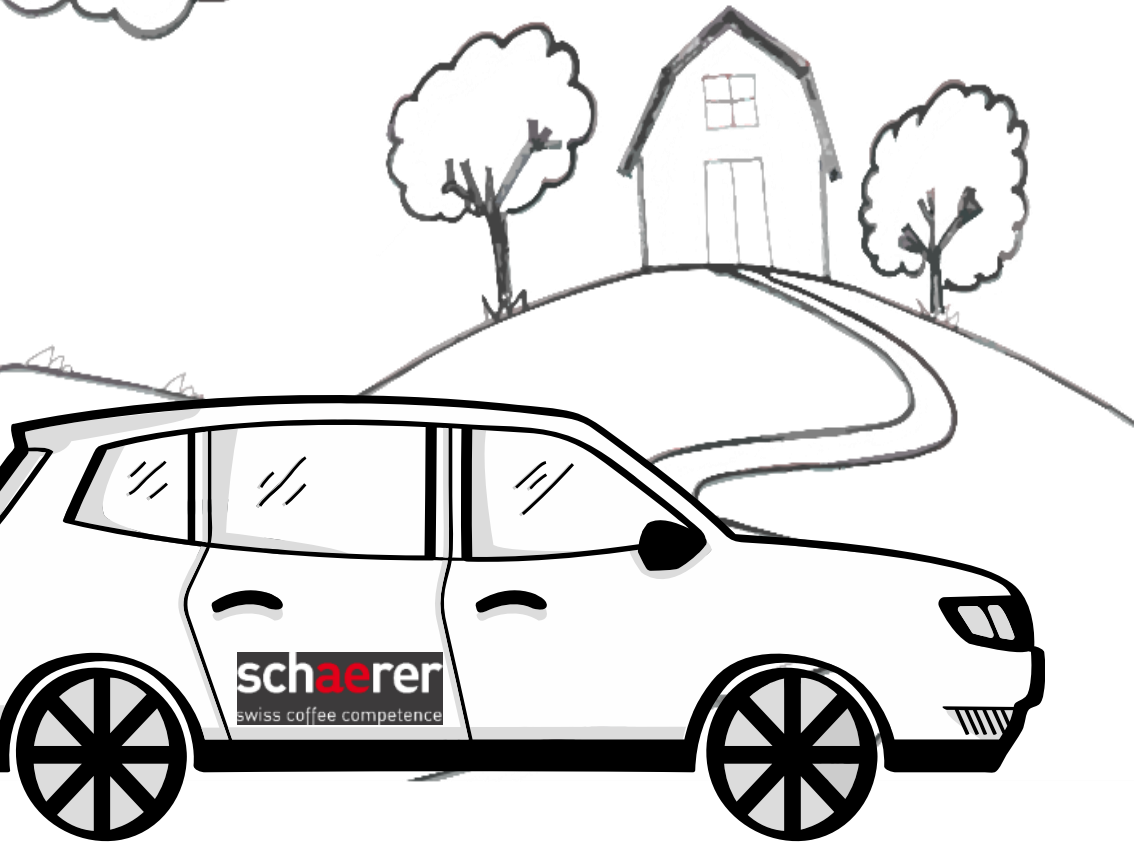
Hi Karl!
Our Coffee Prime is not working well and I can't fix it on my own!



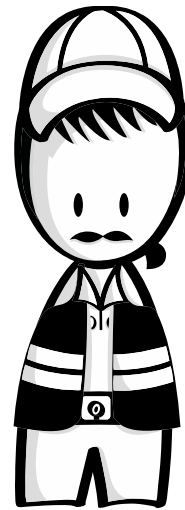
Hi Antje!
Oh I'm sorry for that. I'm on my way to another client. I will have a quick look in the knowledge base.



He has a look at the error in the knowledge base. Karl can't solve this alert remote and without a specific spare part. Karl checks his inventory but can't find another of those spare parts. He needs to go to the WMF and Schaerer online shop and order one.



I can't repair the machine remote and without a spare part. I need to order one.



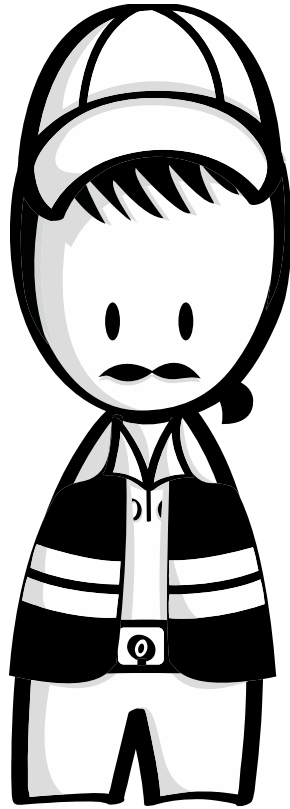
Antje, I can't help you remote and I also need a spare part to solve your problem. The delivery of it needs at least one day.



Oh, that's not good. We have another huge conference!



Predictive maintenance



What if Karl would have known in advance that the brewing unit is going to be defect?!

What if we would have sold our digital solutions customers like Antje already and were able to predict failures? Karl would have already ordered the spare part before the failure occurred and fixed it right before it got broken. And Antje would be happy managing her conferences.