HEGLA boosts customer support with maintenance-enabling app

With maintenance being so essential in manufacturing plants today, HEGLA New Technology's Shop-Floor Assistant app comes with a special functionality that will facilitate both maintenance organisation and performance.

Here, prevention is especially valued for anticipating the occasional production stoppage, just as regular checks can ensure that safety regulations are satisfied. Indeed employees must be mindful now of the many tasks to be performed - from servicing machines and air conditioning systems to inspecting measuring equipment. And while the list may look short and easy in a cursory memo or upon an Excel spreadsheet, such jobs may nonetheless accompany difficulties that staff must still resolve. Occasionally the necessary maintenance records will

The maintenance functionality provides an overview of the upcoming maintenance and tickets in all areas at a glance. On the right side, tickets are systematically arranged in detail by asset, and can be viewed for all machines, production resources and technical systems.

be missing or they might end up being pushed back - which results in a tighter turnaround and more pressure on employees, who may also feel that repetitive routine checks represent a burden and come as unnecessary or even a waste of time.

SHOP-FLOOR ASSISTANT APP

"The productivity of any production department depends upon the efficiency of its machines and available production time," said HEGLA New Technology Managing Director Markus Schoisswohl when describing the development of HEGLA New Technology's Shop-Floor Assistant app. "Here's why creating a well-organised maintenance system that would enable teams to prevent downtime and maintain performance has been among our chief goals."

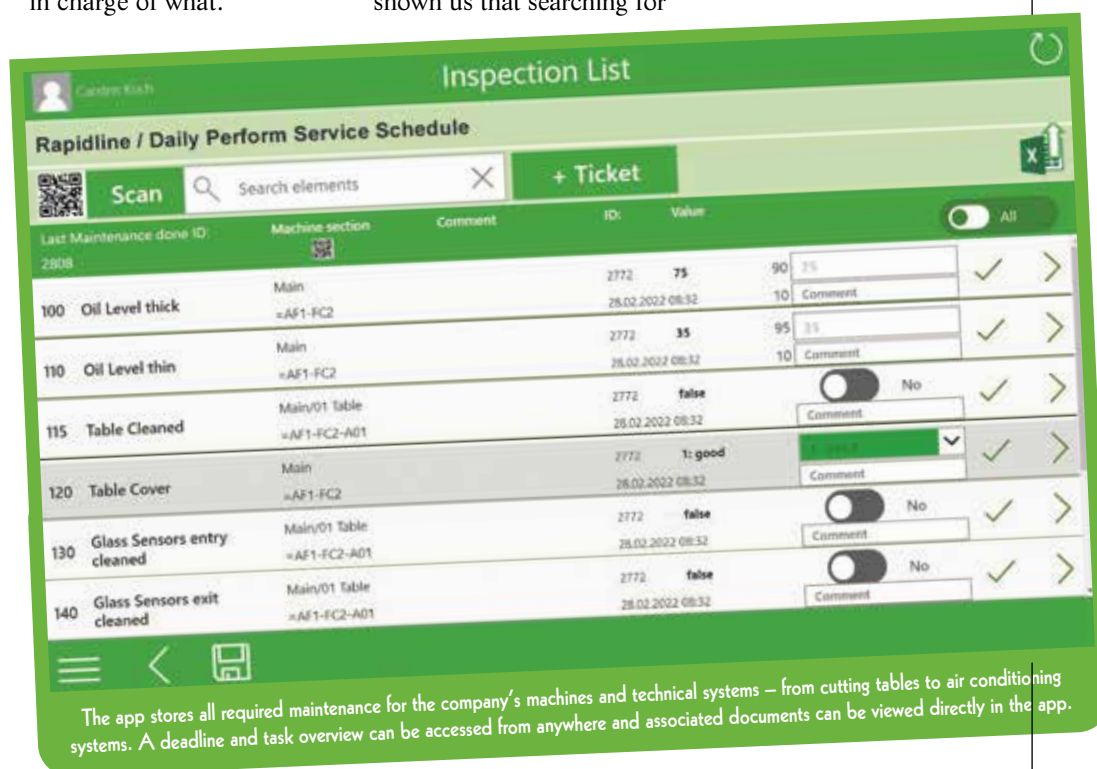## MAINTENANCE REQUIREMENTS TRANSFORMED BY TECHNOLOGICAL PROGRESS

In glass processing companies, technological progress has boosted performance significantly - also leading to changes in maintenance requirements. On any given day, there are sensors to be checked, containers to be emptied and production resources to be refilled. Not only. Annual maintenance is required for production resources like racks and

chain hoists, while designated wear parts need to be replaced at specific intervals. "The more machines a company has, the harder it is to keep track of things – especially if the team in question is not only responsible for production but for all the technology as well," said Schoisswohl. "There's a lot of different tasks to carry out, so everything must be organised and you need a clear idea of who's in charge of what."

app will start sending individual employees, the whole team, or supervisor alerts for upcoming deadlines and work as required. Furthermore, documentation, maintenance instructions, spare parts lists and all other papers, data and sketches can be stored in the app cloud so users can all stay abreast of the current status - no matter where they find themselves. Said Schoisswohl: "Experience has shown us that searching for

when someone orders or reserves them via the app.
The app also features a ticket function. This allows users to set the various tasks to any time while assigning them to an in-house technician for completion – be it spontaneously on the shop floor or later in the office. Photos can also be added to the tick to provide more clarity and document the work. The structuring app system offers advantages
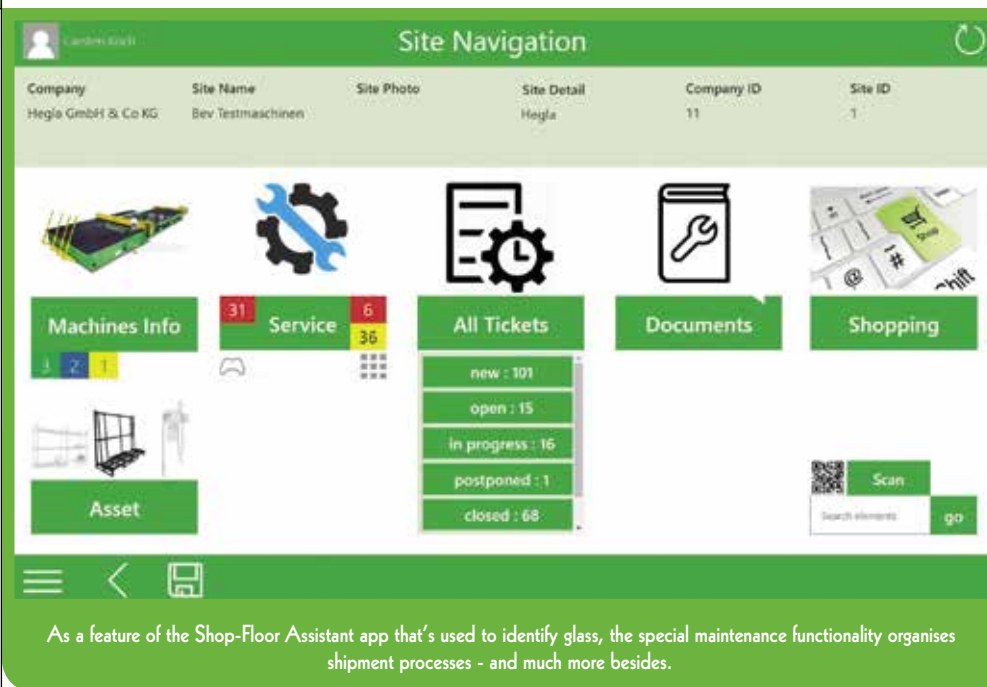

The app stores all required maintenance for the company's machines and technical systems – from cutting tables to air conditioning systems. A deadline and task overview can be accessed from anywhere and associated documents can be viewed directly in the app.

ALL TECHNICAL SYSTEMS IN ONE APP

The app's maintenance area keeps a centralised record of all the company's technical systems and machines, along with the respective maintenance intervals. As soon as it's activated, the

the required manufacturer's instructions and spare parts lists regularly leads to unplanned interruptions and frustration on the part of staff." It's also possible to store a list of the required wear parts for each maintenance activity to ensure they are supplied on time

for almost every production or administration employee. Users can forward requests for maintenance or support straight away without knowing exactly who they need to speak to, which is an elegant way of ensuring that no one forgets what needs to be done.

As a feature of the Shop-Floor Assistant app that's used to identify glass, the special maintenance functionality organises shipment processes - and much more besides.

ORGANISED COMPLETION PROCESS WITH PROOF OF WORK

In the app, team leads can see which maintenance tasks and tickets have been completed and which are still being processed. This makes it possible to track the activity sequence, with records being used as potential proof of work to show to manufacturers. The records also come with another feature to make investment planning easier: frequent repairs will indicate vulnerabilities and weaknesses in individual machines. An increasing number of tickets in the log for a particular system will provide valuable input for the company's investment strategy.

"Another of the main advantages the app offers is the ability to store exact records and documentation of mandatory safety inspections at a central location that's always accessible," added Schoisswohl. "It not only provides alerts on upcoming inspections but also enables employees to present proof at any time."

All this explains why many Hegla customers have already placed their trust in the Shop-Floor Assistant, which is also in use by employees at HEGLA Production Engineering. For Managing Director Andreas Fried of Plattling-based company AGC Interpane, the centralised provision of tickets, deadlines, and maintenance information are all major advantages in a cross-manufacturer environment. Said Fried: "Our entire team can now access documentation for all our technical systems, and they always have a comprehensive overview of which tasks are coming up next. It clearly shows what needs to be done, what priority each task has, and what has already been completed."

As part of the Shop-Floor Assistant app from HEGLA New Technology, the maintenance functionality can be extended with customer-specific functions like a digital rack search, scanning for glass identification or functionality for organising warehouse and logistics departments. The app aims to network the various departments and integrate different manufacturer solutions into a single, independent system.

All maintenance deadlines are stored in the app, so users can track whether or not maintenance work has been performed. Depending on the configuration, users can see which employee has carried out which task, how much time was taken and which tasks were completed.