



Smartenance – the mobile maintenance manager

Digital maintenance management

Always there, at hand and ready for use – Smartenance brings maintenance management up to date. The mobile, digital maintenance manager delivers greater reliability in maintenance, from scheduling to illustrated instructions. Jost Litzen, specialist for digital product development and business models, talks about the background to the development.

Everything at a glance: the web browser for production managers

- All maintenance tasks can always be seen at a glance on the dashboard
- Feedback from colleagues and information on urgent maintenance tasks can be called up at any time
- Clear display of all systems and tasks in a web browser
- Detailed proof for audits available at all times



Everything under control: the app for system operators

- The maintenance schedule is always available on a smartphone or tablet
- All upcoming maintenance tasks are displayed clearly
- Easy intuitive operation, quick and easy to learn
- Extremely practical: digital maintenance instructions simplify work on the system

Maintenance schedules on paper can sometimes be overlooked. But that isn't the case with Smartenance, the maintenance manager for production managers and system operators from Festo. The mobile app for smartphones or tablets automatically reminds you of upcoming maintenance deadlines. Displaying printed maintenance schedules at the system is a thing of the past. Smartenance doesn't need to be installed and can be used directly in a browser and as a mobile app. It provides photos and step-by-step instructions to make maintenance tasks easier and safer to perform. Users on site at the system can see exactly what needs to be done and where.

Two perspectives, one solution

Smartenance doesn't just make maintenance easier for system operators. Because all collected data is documented and managed centrally, production managers are always up-to-date with the systems' maintenance status. No matter which perspective you view Smartenance from – as a production manager or a system operator – the advantages of digitalised maintenance management are plain to see. ■

www.festo.com/smartenance

Interview with
Jost Litzen



Digital innovations: Smartenance

Interview

Festo has adopted a new approach with the development of Smartenance. Jost Litzen from Digital Strategy and Business Model at Festo was involved in the project from the very start. He talks to us about the development of Smartenance and how it is open for future Industry 4.0 developments.

► **trends in automation:** In 2016, Festo launched an initiative aimed at designing digitalisation products for Industry 4.0. Was the development of a digital maintenance manager planned from the beginning?

Jost Litzen: No, not at all. We were completely open-minded when it came to automation solutions for customers. We began by setting up an interdisciplinary team. Then, in a Design Thinking workshop, we developed a vision and fairly quickly homed in on the area of maintenance. This is how our own maintenance team came to be involved in the project at the outset. It was important for us to identify what the actual problems of our customers were. At the top of the list was analogue maintenance planning for which error-prone, paper-based maintenance schedules were still used.

► What were the first key steps on the journey from idea to implementation?

Litzen: We asked ourselves the key question of how we could improve maintenance digitally and, building on that, what the maintenance of the future might look like. To do this, we created a photo story describing a day in the life of a maintenance technician in the future. From this story we developed an MVP – a minimum viable product. This is the

first functioning version of a product – a prototype that can be manufactured on a production line in a short time and that meets basic customer needs.

► Would you say that Smartenance is more of an accidental product?

Litzen: Absolutely not, quite the opposite. The demand was there, we analysed it in greater detail for ourselves and our customers and developed an appropriate solution. With Smartenance, instead of traditional development methods, we adopted an unconventional approach. It is ongoing and takes faster customer feedback into account. Even a large company like Festo can learn a lot from the small, agile world of start-ups. During the development of the MVP, we gathered information about new business models as well as new forms of online sales and digital marketing in app stores.

► Was practical testing conducted in the conventional way?

Litzen: Yes, and this was where the two worlds of digital and real testing met. The next step was to find a pilot customer, and we found one in Jacobi Eloxal, a specialist in aluminium surface finishing. The company is very open to the idea of digital innovation and was impressed by the advantages of



“We have already integrated capabilities for digital enhancements in the area of Industry 4.0 into Smartenance.”

Just Litzen, Digital Strategy and Business Model, Festo

Smartenance, such as the fact that the app speaks the language of maintenance, using all of the key terms, and thinks in terms of the typical processes involved in maintenance.

► How does Smartenance make maintenance easier for system operators and production managers?

Litzen: It's really very simple. The user clicks on “Create new machine” and enters the name of the system. The user can then add a photo or a description and create as many tasks as required. Each task is given a simple name or title. The

“We've been using Smartenance for a year now. The mobile app is everything that we'd expect from modern, digital maintenance management.”

Alwin Lajtós, Production Manager at Jacobi Eloxal

data is stored centrally, can be used on a dashboard and can be accessed on a certain number of peripherals. Changes made on one device are transferred to the other devices, with 1:1 availability.

► Smartenance offers customers direct benefits, but is also open for new functions. Where do you go from here?

Litzen: Smartenance is ready to communicate with third-party systems and clouds. These can autonomously issue commands to set and change deadlines. For example, an Industry 4.0 system may in the future decide to change a maintenance deadline when a status deviation is detected. The new deadline is then simply updated in Smartenance. We have already integrated capabilities for digital enhancements in the area of Industry 4.0. As soon as customers start working with a cloud, they will be able to take the next step with Smartenance. In the meantime, Smartenance can offer many advantages with existing systems.

On the way to the production of the future.
Read more about Festo and Industry 4.0:
www.festo.com/industry-4-0