



Maintenance Contract

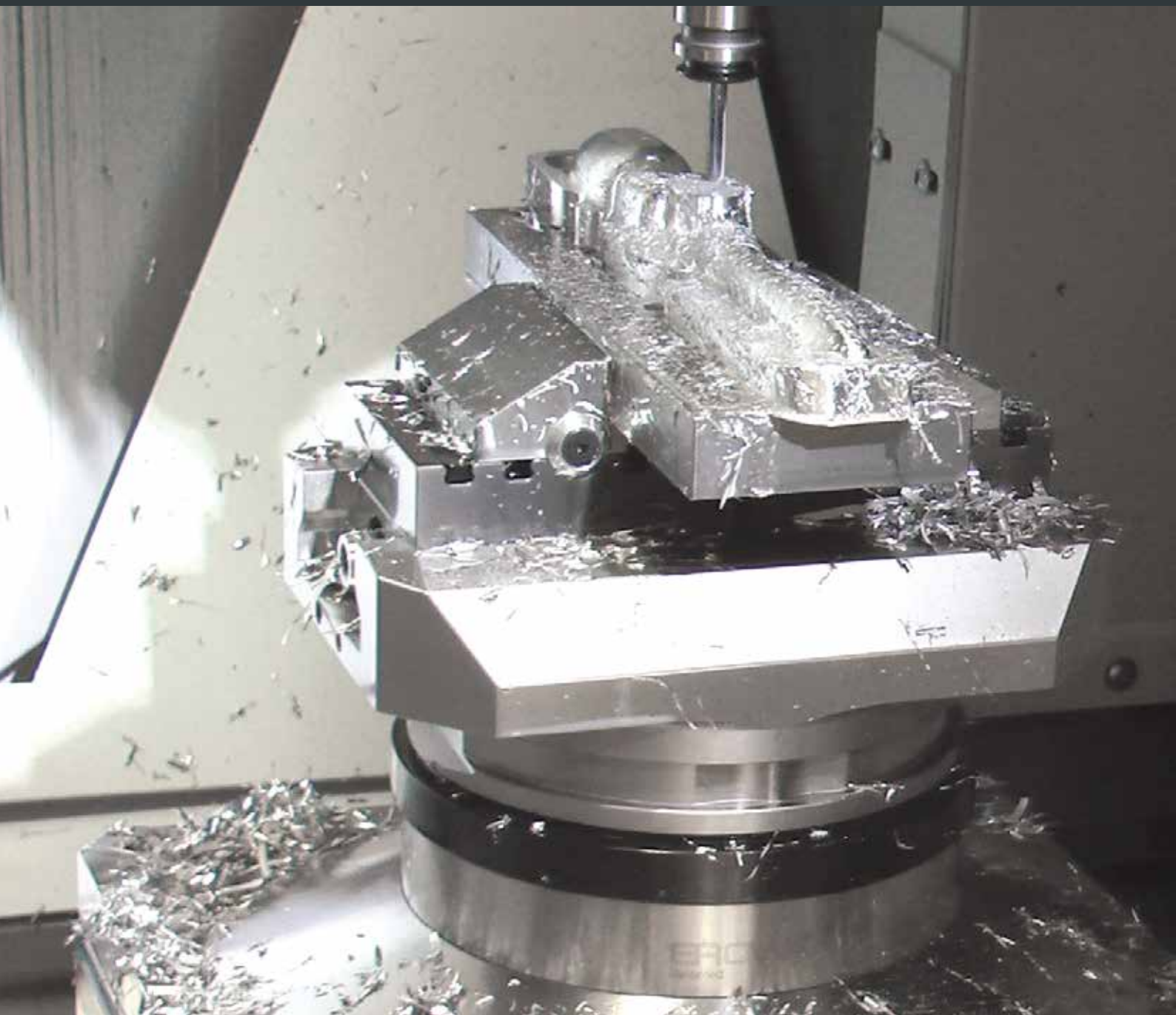
JMS® 4.0 ProductionLine

With the Maintenance Contract, productivity remains
on the safe side in production



Automation for manufacturing

We supply solutions for machining production. Our process control system automates workflows with machine tools, measuring stations, robots, and handling devices in production, and integrates with all leading ERP applications.



Value Creation Optimization



CHALLENGE AUTOMATION

Both national and international competition exert great pressure on companies in machining production. Products must be manufactured with high quality in ever shorter time intervals, in smaller batch sizes and, despite everything, competitively. EROWA's central process control system plays an important role in the organization of the entire value chain. With increasing software integration and automation of the production process, the entire system must be highly available.

DYNAMIC LIFE CYCLE

Software differs significantly in the life cycle of machine tools, where only the initial condition at the time of purchase is retained and maintained. However, software is dynamic and undergoes continuous development. Errors are regularly corrected and new functionalities are added. But EROWA's central process control system does not work as an isolated system, and there are many potential influencing factors. For example, the operating system on which the process control system runs is regularly updated by patches and service packs. Every change to the operating system can result in possible consequential errors to the EROWA system. And there are many different controls of machine tools, robots and measuring stations that are connected to the EROWA system. All those components also regularly update the software, which can have subsequent effects on the central process control system at any time.

SECURITY THROUGH UPDATES

The complexity of the integration and the dynamics of the overall system make it necessary to keep the central process control system up to date. This allows bugs to be eliminated, new functions to be used and the computer's operating system to be kept up-to-date at all times in order to provide optimum protection against malware. Just as a machine tool has fixed maintenance intervals, the ongoing operation of the software can also be ensured through targeted updates. The EROWA Maintenance Contract makes the necessary updates available.

FIRST-HAND KNOWLEDGE

If unexpected technical problems occur, you have direct and free access to EROWA Support with the EROWA Maintenance Contract. Our product support experts have years of experience with the pro-

duct. This ensures that many problems can often be solved directly by telephone. With modern tools such as remote maintenance, our experts can also connect directly to the system on site in production. For problems that cannot be solved directly by telephone or remote maintenance, Product Development is involved. In a regular newsletter you will be informed about bug fixes and functional enhancements.

CARE AND FURTHER DEVELOPMENT

If functionalities are desired that are not yet included in the product, they can be requested. This applies to general change requests up to specific customizations. With the EROWA Maintenance Contract, all future new releases of the product you have purchased are available free of charge. As a premium maintenance customer, you will receive a discount of 10% for all services.

With the Maintenance Contract, the availability of the software remains on the safe side. Service packages tailored to customer needs are available:

Basic: Basic availability, little further development
Premium: Carefree package with a view to the future

SERVICES	Premium	Basic	Warranty
Service packs	✓	✓	✓ ¹⁾
Updates	✓	✓	✗
Phone support	✓	✓	✓ ¹⁾
Remote support	✓	✓	✓ ¹⁾
Updatability of custom functions with the latest JMS 4.0 PL release	✓	✗	✗
Adaptation (updates) of the customer's purchased interfaces to third-party systems to the latest JMS 4.0 PL release	✓	✗	✗
License exchange when changing from an existing to a higher-level item ²⁾	✓	✗	✗
License exchange when changing to different machine controls	✓	✗	✗
Special conditions for the installation costs of updates	✓	✗	✗

¹⁾ In the first 12 months after installation service packs, phone support and remote support are included with the warranty.

²⁾ Only price difference to pay.

Future-proof compatibility

Seamless integration of applications

ERP

All production information is automatically fed back to the PPS/ERP system. This allows for detailed evaluation and post-calculation at any time.

Automation of production processes

Intelligent production processes

NC programs for machining, offset data for workpieces in magazines as well as pallet and loading information are provided centrally in the process control system based on the order.

Automatic identification of workpieces

A fully-automated identification system based on intelligent transponder chip technology (RFID) is available. It assigns workpieces to pallets and makes them available in the EROWA central process control system.

Intelligent planning and monitoring

Reliable planning

All the data is made available from the ERP to the EROWA central process control system. This is used to generate and execute the work plans with all production steps.

Informative reports

All operating and machine data is automatically transferred to EROWA's central process control system. The user has access to a wide range of powerful tabular and graphical evaluation options.

Continuous monitoring

All machine tools are continually monitored. In the event of a fault, a notification is issued immediately in order to initiate steps to rectify the problem.

