

Quanos



IN COOPERATION WITH

elunic®

IIoT-Supported Service Portals: Gateways to Digitalization

Make optimum use of networked spare parts information and
real-time data from machines

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Introduction

Make optimum use of networked spare parts information and real-time data from machines

Portals often represent the entry point into the world of digitalization for machine and plant manufacturers, simplifying work in aftersales, service and technical writing. Portals offer the most added value for your support and service teams as well as your customers when they connect comprehensive information about each individual machine and real-time data from live operation with spare parts information.

This whitepaper will explain how to link this data and how you can expand your portal to create a powerful IIoT platform.

This will make you more resilient to challenges, such as the shortage of skilled workers, and ultimately give you the opportunity to offer services such as predictive maintenance.



Portals as data centers for service information

Manufacturers of machines and systems need effective strategies if they want to remain relevant for their customers, including after the sale of their products, and [to compensate for stagnating spare parts sales](#).

They do this by positioning themselves as **partners that are indispensable** to the success of their customers. The key to this is a portal: In aftersales and service, this is a **digital platform** where customers and technicians can find all the information, resources and services they need for working with machines.

The key content of a service portal includes:



Technical documentation



Instruction manuals



Training videos



Spare parts catalogs and shops



Contact for customer support

Portals **improve the service experience** for plant operators and provide support to technicians. In the portal, they can quickly find answers to any questions or assistance with maintenance requirements and rapidly resolve any problems, ideally by themselves.

Suggested reading:
How aftersales teams benefit from self-service portals

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