### Live.HOMAG: Life Cycle Services

# Service: by your side at all times.

As a competent and reliable partner, HOMAG supports its customers in all things service — both with innovations and trusted classics: From spare parts management, through inspections and maintenance to remote service or modernization and training events.

And Live.HOMAG will be no different: The HOMAG service experts are available for a personal conversation — by telephone or video chat. Registering for these appointments is very easy: Under Live.Connect, interested parties can fill out the service contact form and make an individual appointment.

### Service assistants: there to support your service needs.

Are unfamiliar error messages displayed on the machine? Do you need to reach the right contact person quickly and easily? – In these situations, the digital service assistants are a real help.

The **serviceAssist app** helps to prevent faults in many cases and allows the operator to solve many issues by providing various recommended solutions. The **ServiceBoard** app is the place to go if you need to contact us. In this way, HOMAG customers can quickly and easily reach the right service contact person and can send service inquiries in just a few clicks or solve the problems together via video diagnostics. Participants at Live.HOMAG will learn how the digital assistants work in detail and in practice.

### Know your machine — identify potential and boost value creation.

Only those who have full transparency of figures, data and facts can meaningfully improve processes. The **MMR** (Machine Monitoring Reporting) tool from HOMAG provides machine times and status, can archive data and create standardized key performance figures. This data is then evaluated for customers in terms of **overall equipment effectiveness** (OEE). Against this backdrop, the HOMAG specialists are trained in the globally established LeanSixSigma quality management method. Utilizing this knowledge and decades of experience, the specialists not only analyze, but also identify specific optimization potentials. This enables customers to achieve a significant increase in production output. How this works is demonstrated by HOMAG in one of the many webinars during Live.HOMAG.

### Practical webinars: tips and tricks that make everyday tasks easier.

Whether for personal use or in the professional world, often a small trick is enough to save valuable time and make life easier. You just need to know how. Special "Tips and Tricks Webinars" will be the place for HOMAG to answer these questions by demonstrating practical solutions for everyday tasks.

Images

Image source: HOMAG Group AG

Ein Bild, das Text, Person enthält.

Automatisch generierte Beschreibung

Image 1: serviceAssist: Help for self-help — via app.



Image 2: Simply more added value: HOMAG specialists analyze processes together with customers and develop sustainable solution concepts.