

Weltweiter After Sales bei Mayer & Cie.

Transparenz und durchgängige Prozesse statt Silos und Insellösungen



Digital knittingsolution – turning knowledge into knits

Sebastian Mayer, Mayer & Cie. GmbH & Co KG

17.11.2020 Mittelstandsforum All41 Field Service & Maintenance

Sebastian Mayer

Tech. Dipl. Kaufmann

Chief Digital Officer

Leiter GE



Mayer & Cie. GmbH & Co. KG



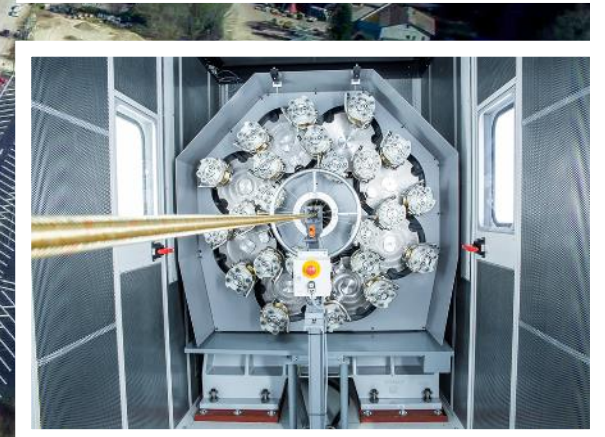
Gründung: 1905



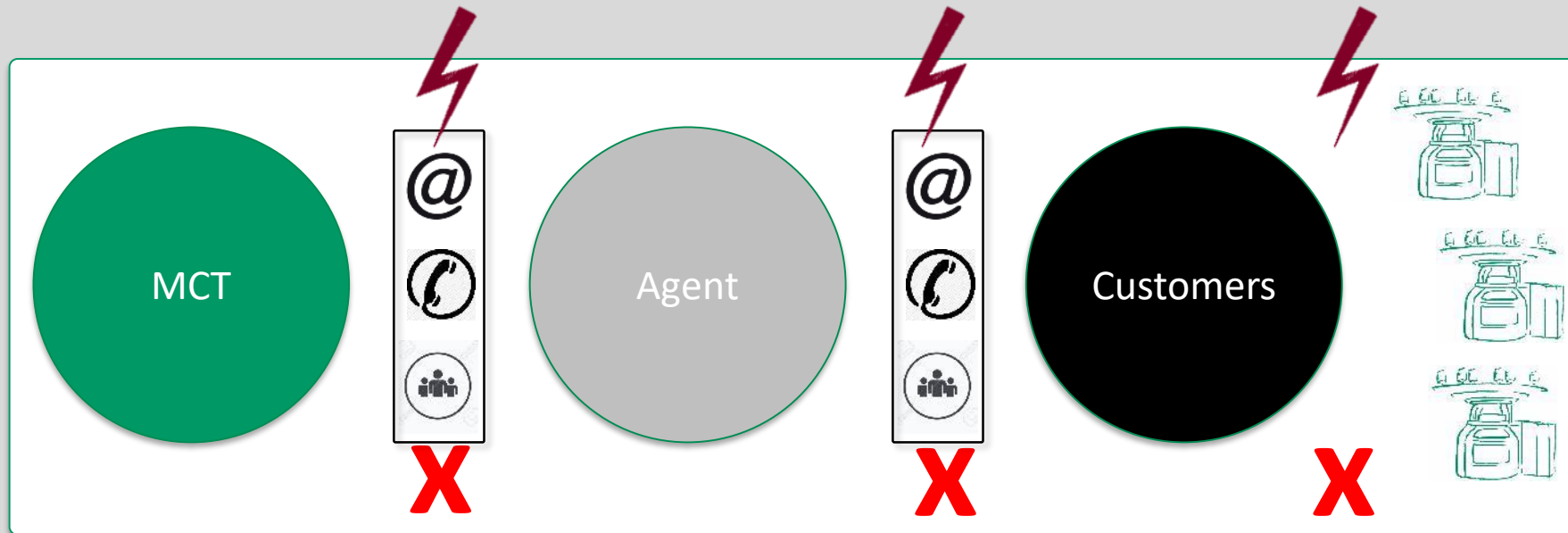
Mitarbeiter: 350



Jährl. Umsatz: 80 Mio.

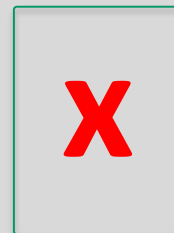






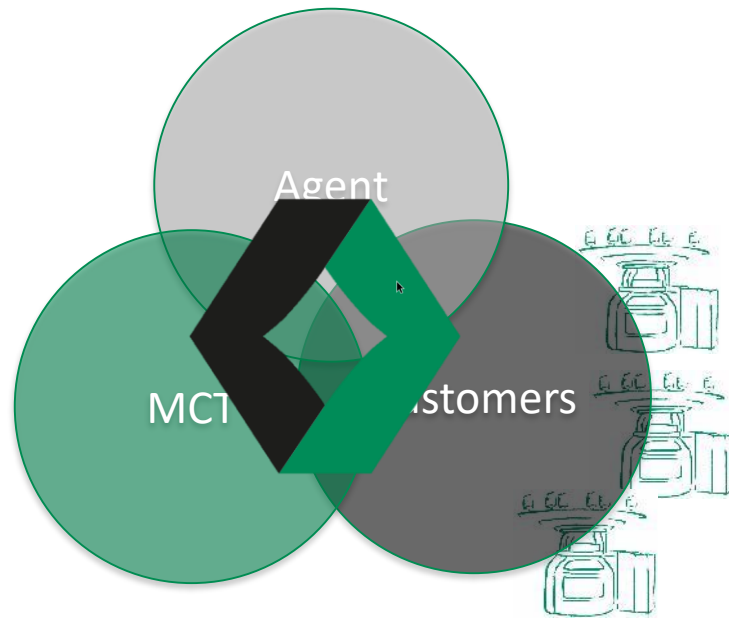
Interfaces

- Loss of information
- Personal doing
- Inefficient process



Reduce interfaces

- Bring the parties closer together
- Better Information (time, quality)
- Better Processes



- ◆ **Technical** and **organizational** solution to get closer to the customer
- ◆ Web-based **Machine & Customer Portal**
- ◆ A single place for all **information**
- ◆ One place for all **Services**
- ◆ Starting point for new **business models**



knitlink

Digital knitting solutions
Because tomorrow's knits are made of knowledge.

Mayer & Cie.
Rundstrickmaschinen

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01.01.2023 09:00:00

0%

10%

20%

30%

40%

50%

60%

70%

80%

90%

100%

01.01.2023 01.02.2023 01.03.2023 01.04.2023 01.05.2023 01.06.2023 01.07.2023 01.08.2023 01.09.2023

DEUTSCHLAND

FRANKREICH

ITALIEN

SPANIEN

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01.01.2023 01.02.2023 01.03.2023 01.04.2023 01.05.2023 01.06.2023 01.07.2023 01.08.2023 01.09.2023

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my.service

Remote Management of your Machines



my.monitoring

Machine Data Acquisition



my.shop

Webshop for Machines

... to be continued

Spare Part Recognition

Predictive Maintenance

Quality Control

CPQ / Configurator

Production Planning

...

Screenshot my.monitoring – machine view

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← Machines

☰ S. Mayer

MONITORING

Dashboard

Machines

Alarms

Events

Data explorer

Exports

Operating data Technical documents Machine info

09/09/2020 - 09/16/2020

RELANIT 4.0 - MCT-eCPv2-75739

Shift

B

Doff counter

1426

Shift revolutions

2312662

Efficiency today

52.81 %

Fabricroll

95 %

Speed

42 RPM

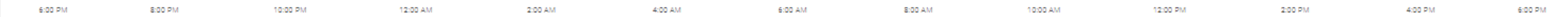
Remaining time

00:36h

Events today

Errors

Events



Efficiency



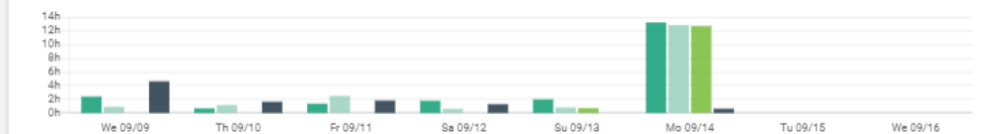
Doff counter



Speed



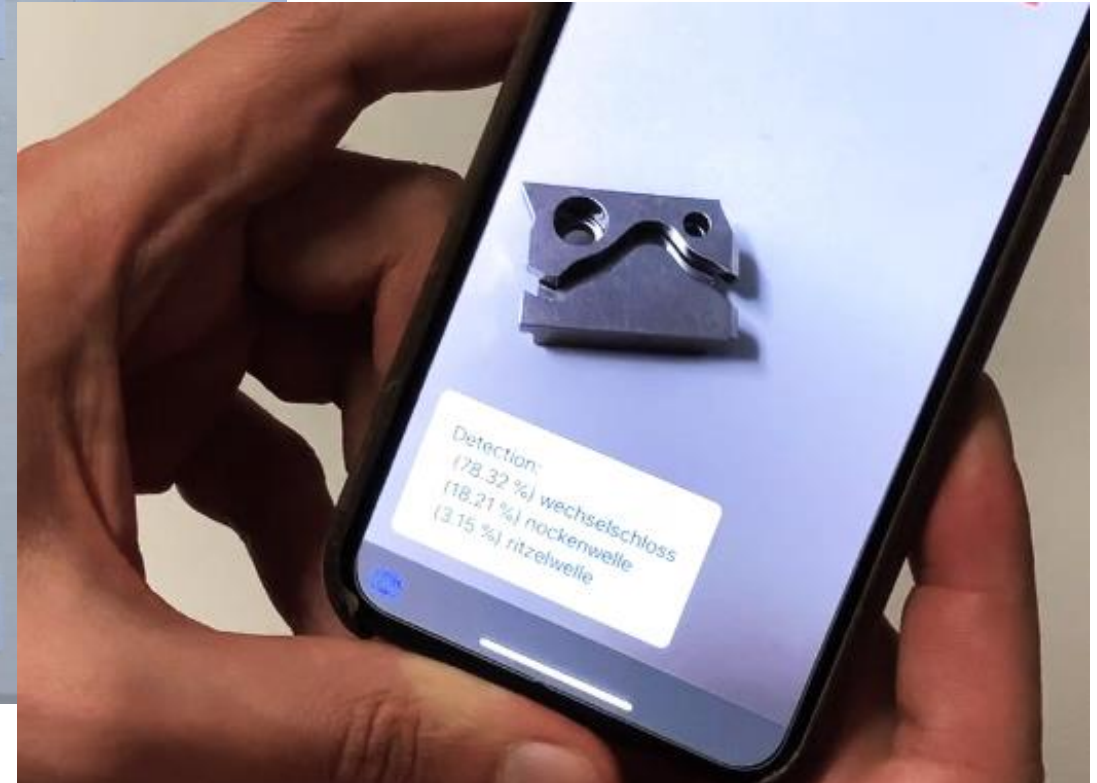
Alarms



Vision – POC – Digital Twin / Digital Shadow



Vision – POC – Spare Parts Recognition





Screenshot my.service – Ticketerfassung

Mayer & Cie. Rundstrickmaschinen

WILLKOMMEN CHRISTOPH MEIN KONTO ABMELDEN

Ich suche

Starten Sie ASM  (0 ELEMENTE) € 0,00 

GARNLIEFERUNG MASCHINENKOPF UNTERGESTELL ELEKTRIK BETRIEB / WARTUNG ANTRIEB MUSTERUNG SONSTIGES

STARTSEITE / SUPPORTANFRAGEN / SUPPORTANFRAGE ERNEUERN

Supportanfragen

Titel

Produkt
Maschinennummer

Kategorie
Anfrageart

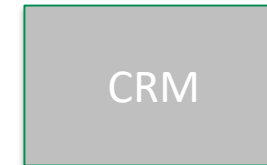
Servicekategorie

Reklamationsgrund

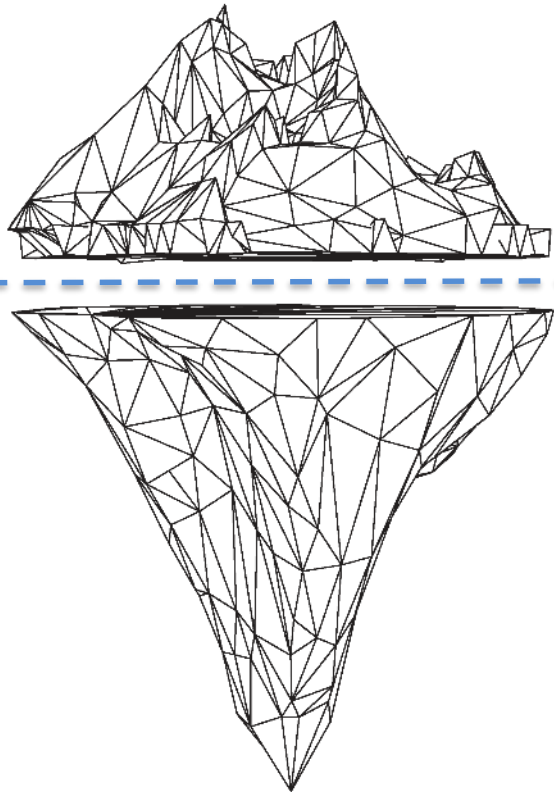
Kunden
Name
Phone
Mail

Zusätzliche Information
Datei auswählen

Nachrichte



The Approach



Authentication

Interfaces

🔑 **Connectivity**

Backend commerce

Platform

Backend CRM

Cyber Security

Clear Processes

Machine Control

Master Data Quality

Releases

Conception

Network Effects



Strengthen your backbone - Data Continuity

Ensure data provision without great effort

Connectivity is key

On premise solutions are dying out

Done is better than perfect!

Get started - show the organization the direction in a company-specific use case

Together we are strong!

Today's turbulent and dynamic times have no place for lone fighters

Thank you for your attention

Ihr Ansprechpartner
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