

Connected Service Focus Day



Organized by ISLA
November 19th, 2019
9:00 am – 4:30 pm
Feldkirchen (Germany)

Hosted by
Crown Gabelstapler



Poor Overall Equipment Effectiveness and unplanned downtime spoil customer satisfaction and ruin a manufacturer's reputation. In B2B, a reactive break-and-fix approach could never be an option. Preventive maintenance has been the standard for decades: Technicians maintain systems at fixed intervals to ensure continuous availability — time-based rather than condition-based. While breakdowns are reduced, the risk of failures remains, waste in life cycles of spare parts may be caused, and money is lost if maintenance occurs too often. Predictive maintenance is the strategy to maintain a machine before failure, but run it as long as possible without interruption. It utilizes a wealth of sensor-collected data and advanced analytics to predict failures well before im-

mediate action has to be taken. As this only works for connected equipment, predictive maintenance is always a connected service. According to the Deloitte Analytics Institute, it increases uptime by 10 to 20% while reducing overall maintenance costs by 5 to 10% and maintenance planning time by 20 to 50%. As a forum to discuss the challenges and opportunities of a connected service strategy, this Focus Day will bring together senior managers from across industries. The exchange of views and experience is facilitated by a stream of presentations from Heidelberg, MAN Truck & Bus, Monitor Deloitte, Munich Re, and Palfinger — in addition to Crown which will host the Focus Day and share how the company pursues its goal of *Making forklift downtime a thing of the past.*

Agenda

8:30 – 9:00	Registration and morning coffee		
9:00 – 9:30	Welcome Note Opening remarks and introduction of participants	Magne Svendsen , Executive VP After Sales at Kverneland Group and Executive Board Member of ISLA, and Craig Bruns , Vice President Customer Support at Crown	 
9:30 – 10:15	Presentation and subsequent Q&A Understanding the machine — How to make predictive maintenance strategies more effective?	Oliver Bendig Advisory Board Member of ISLA, and Partner at Monitor Deloitte	
10:15 – 11:00	Presentation and subsequent Q&A Time to rethink the world of service — Subscription as a new business model in the printing industry	Alexander Driss Project Manager Business Development at Heidelberg	
11:00 – 11:15	Coffee Break		
11:15 – 12:00	Presentation with demonstration of the predictive maintenance process The challenge of turning data into knowledge to predict problems before they occur	Dean Alt Director Customer Support EMEA at Crown	
12:00 – 13:00	Lunch		
			
13:00 – 13:30	Brief overview of Crown and its portfolio of products (ready for connected service)		
13:30 – 14:15	Presentation and subsequent Q&A Industrial IoT-enabled services from a risk management point of view	Dr. Florian Plentinger IoT Strategy Lead at Munich Re	
14:15 – 15:00	Presentation and subsequent Q&A Let's shape the future together — Using a corporate incubator to grow ideas into new products, solutions, and business models	Philipp Smole Executive Vice President at PALFINGER 21st	
15:00 – 15:45	Presentation and subsequent Q&A Connected trucks and drivers — Closing the circle for aftermarket solutions	Felix Piet Krüger Vice President After Sales and MAN DigitalService	
15:45 – 16:30	Closing discussion involving all participants and end of Focus Day		
16:30	Minibus transfer to Munich Airport and to Hotel Bauer, respectively		

Venue

The Connected Service Focus Day is organized in cooperation with ISLA's long-time member Crown. It will take place at the company's European HQ near Munich (Philipp-Hauck-Straße 12, 85622 Feldkirchen). Crown is one of the world's largest material handling companies with a reputation for award-winning product design, advanced engineering and technology, and superior after-sales service. The company develops, produces and sells a broad range of forklifts, as well as automation and fleet management technologies. Crown's global headquarters is located in New Bremen, Ohio, USA. Its employees number more than 16,000 worldwide. Crown operates a service and distribution network that exceeds 500 retail locations in over 80 countries. As part of the Munich Metropolitan Region and with direct autobahn access, the venue in Feldkirchen is easy to reach. Munich Airport is a 40 km car drive away. With a suburban train stop in Feldkirchen, public transport may be an option as well (travel time to Munich Central Station is 25 minutes).



Organizer

The Connected Service Focus Day is organized by ISLA. Our association is a network of professionals dedicated to Customer Service, After Sales Management, and Service Logistics. It is based in Munich where it was founded in 2003. As ISLA is not commercially driven, it depends on the support of its members for the work it does. More than 50 companies from Europe, Israel, Japan, and North America have now joined ISLA (see some of them listed below).

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are welcome. For more information, please visit www.servicelogistics.info or contact us: ISLA International Service Logistics Association e. V. Rosenheimer Platz 4, 81669 Munich, Germany Phone +49-(0)89-74 98 26-960, Fax -969 isla@servicelogistics.info

Executive Board: Stefan Brehm, Eamon Doherty, Dr. Bernd Garbe, Stephan März, Simon Roberts, Peter Rudzio, and Magne Svendsen

Selection of ISLA members

