

Members & Invitation only

Ideas Exchange

Regaining service market share through connected machines



Mex, Switzerland

March 28, 2017

Hosted by



Superior customer service always means minimizing downtime while maximizing product performance — at reasonable costs. With high-speed connectivity, data collected from machine-embedded sensors and cloud-based data analytics, OEMs can now draw on powerful tools to ensure maximum uptime and optimal performance of their products. It will be hard to find a service manager these days who is not aware of the great potential that the “Internet of Things” has for after sales services. But most of us have just begun the journey and are working on concepts and solutions to transform service models from reactive to proactive.

This is why we at ISLA want to combine our next general meeting of members with an Ideas Exchange focusing on “connected machines” and on how they can help create and regain service market share. ISLA members and hand-picked managers from non-member OEMs are invited to share

their views, learn from each other, and discuss the opportunities and challenges in different industries. What are the pitfalls to avoid? The obstacles to overcome? The changes to make? The event is hosted by BOBST, a machine manufacturer for the flexible material, folding carton, and corrugated board industries for their increasingly complex packaging processes. With more than 20,000 machines active across the globe, BOBST covers over 50% of the packing industry. It is also on the forefront of developing and launching services for connected machines: During a Competence Center visit, we will enjoy a live demonstration of Remote Monitoring, Downtime Tracking, Remote Guidance with Connected Glasses, and other e-Services. After experiencing and testing those solutions in action, we will delve into the matter, amongst others, with colleagues from ABB, B. Braun, CLAAS, Gorenje, Heidelberg, Jungheinrich, KSB, Kverneland Group, and Philips Healthcare.

Venue



The Ideas Exchange will take place at the headquarters of BOBST in Mex in French-speaking Switzerland, about 10 km out of Lausanne. The new office building there was inaugurated in 2013, after relocating the historical facility at Prilly to Mex and bringing BOBST's manufacturing operations to a single site. Travelling from Geneva airport to Mex/Lausanne takes less than one hour (60 km). Address: Bobst Mex SA, Route de Faraz 3, 1031 Mex, Switzerland, +41 21 621 21 11

Agenda

Monday, March 27, 2017

19:30 – 22:00 **Pre-event dinner** (optional): Restaurant in the Lausanne area

Tuesday, March 28, 2017

8:30 – 10:00 **General Meeting of ISLA** (members only)

10:00 – 10:30 Get-together & Coffee/Tea Break

10:30 – 12:30 **Tour of the BOBST Competence Center**

– Stephan März, Member of Group Executive Committee and Head of BU Services

– Sandro Gubinelli, Head of Technical Marketing

Introduction of the company's range of machines and live demonstration of BOBST's innovative portfolio of Connected Services — some of them presented at drupa 2016 for the first time

12:30 – 13:30 Lunch

13:30 – 16:00 **Ideas Exchange Session**

Sharing of views and moderated open discussion on how to unleash the full potential of connected machines for after sales services. Short case studies from manufacturers other than BOBST will be contributed (i.a. from CLAAS)

16:00 End of the Event

About ISLA

The International Service Logistics Association is a network of professionals dedicated to Customer Service and Spare Parts Logistics. It was founded in 2003, and some 50 corporate members from Europe, Israel and the USA have joined the association now. ISLA is not commercially driven, and thus it depends on the support of its members for the work it does. The list of members includes ABB, BOBST, CLAAS, Crown, Gorenje, Heidelberg, Jungheinrich, KSB, Kverneland Group, MAN, Manitou, Normet, Orbotech, Philips Healthcare, Siemens Healthineers, Valmet, Wärtsilä, to name but a few.

New members are always welcome to support ISLA in its efforts to provide the best networking and training platform for the service and logistics community. For more information, please visit www.servicelogistics.info or contact us: ISLA International Service Logistics Association e. V. Baierbrunner Straße 35, 81379 Munich, Germany Phone +49-(0)89-74 98 26-960, Fax -969 isla@servicelogistics.info Executive Board: Kraft Schumann (Chairman), Tom Clevinger, Henry van der Schoot, and Magne Svendsen