

Digitalization of After Sales Business at Allgaier Process Technology

Andreas Petrongari, Allgaier Process Technology GmbH, Uhingen, Germany;

Andreas Petrongari, Allgaier Process Technology GmbH, Uhingen, Germany

Allgaier Process Technology GmbH, among other products, distributes a wide range of different screening machines. Similar to other process engineering systems, part of these components are to be declared as wear parts or replacement parts.

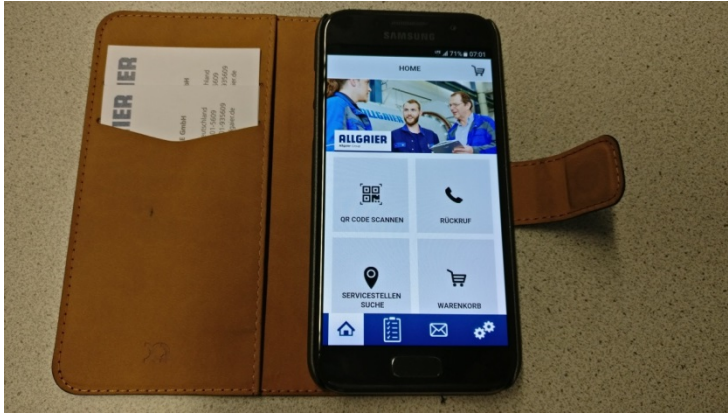
Allgaier is aiming to be perceived, not only as the inventor of the tumbler screening machine, but also as a plant manufacturer, supporting its customers with value added digital services. Hence Allgaier is introducing the “Allgaier Service App” as a completely new digital service using a pattern that customers already know from the B2C sector.

The Allgaier Service App allows customers to directly access digital twins of their machines using a digital terminal device (e.g. smartphone), to digitally identify and request required spare parts in front of their machines, review manuals or simply to open up another channel of communication with the Allgaier after sales service team. In addition, there will be a news feed tailored to the customer and machine specific documentation.

Due to the state-of-the art architecture future additional features and services simply can be provided by regular updates.

The business objectives that led to this innovation are diverse. The Service App will enable Allgaier to further optimize its spare part handling processes and therefore serving its customers faster. In later development steps more and more features (e.g. predictive maintenance, AR supported remote service) will extend the app functionality and offer additional customer benefits.

With the digital product Service App Allgaier Process Technology enters a completely new road in its understanding of innovation and service.



Product features

- Time savings through a simple spare part identification and a faster spare parts supply process
- Allows mobile work right in front of the machine
- Simple and intuitive operation
- Constantly increasing functional range based on customer feedback
- Available for major mobile platforms (Android and iOS)

Advantages

- Process simplification for customers by replacing paper documentation folders
- Immediate support possibility
- Faster and easier execution of the spare part ordering process

USP

- First and only screening machine manufacturer with this type of app
- Digital identification of specific spare parts right in front of machines possible
- QR-Code identification of customers digital twins (including e.g. dedicated manual, drawing, spare part list, pictures)