IoT
Remote Contract

AMADA

SERVICE

Growing Together with Our Customers

AMADA IoT

24/7 connection to the AMADA support and monitoring network, Should you experience issues the AMADA AI will suggest solutions automatically.

Improved machine uptime, on average 70% of all faults are be resolved with AMADA IoT, getting your machine back in production faster.

Proactive machine maintenance, The AMADA AI can predict component failure and alert the end user and the AMADA IoT team.

Proactive machine service requirements, AMADA AI compiles a list of items needing attention during routine service making a truly bespoke machine service.

AMADA Remote IoT Contract gives you 24/7 connection to our support and monitoring network

CONNECTION TO THE EU NETWORK OF EXPERTS

- IoT cases can be quickly shared with all AMADA IoT offices
- Access to the knowledge base
- Common EU Architecture to standardise remote support
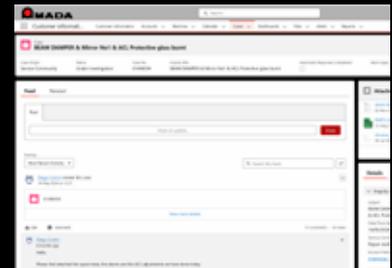
ESTABLISH AND TRACK KPIS AND OEE

- Access production data via My V-factory ANYTIME, ANYWHERE
- Check machine availability and performance
- History of previous service cases

AUTOMATIC ALARM (24/7)

- Automatically Detected Alarm Information sent to the AMADA cloud
- Notification sent to AMADA's IoT team
- AI matches alarm code to technical documentation

PREDICTIVE MAINTENANCE

- Machine log files sent to the AMADA cloud
- AI checks values against threshold criteria
- If abnormal values are detected notification are sent to AMADA's customer and IoT team
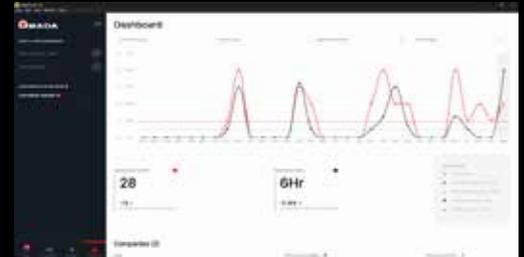
V-live

Our solutions to reach you digitally

- Web Client version (no download needed)
- Video and audio sharing
- Pointer and tools
- Live document sharing (Only client App version)
- Very useful for distant customers
- Eventually video saved to the cloud for reuse
- Very short intervention times

Wifi or 4G connection must be available.

IoT APP

AMADA's IoT Support app opens a direct communication channel between you and our team, improving the way we communicate, in addition of VC Box.

(IoS based) to get live support

Remote Connection

Many of our machines and devices can be accessed remotely using screen sharing. Situations are easier to fix when we can "see" them in some way.

V-monitor

V-monitor utilizes the machine internal cameras to allow the user and the AMADA IoT team to see 'in real time' the status of the machine. These cameras can be expanded through option kits as shown.

Lifter Frame   **Suction Cup Unit**   **Chain / Pallet Changer**   **Fencing**
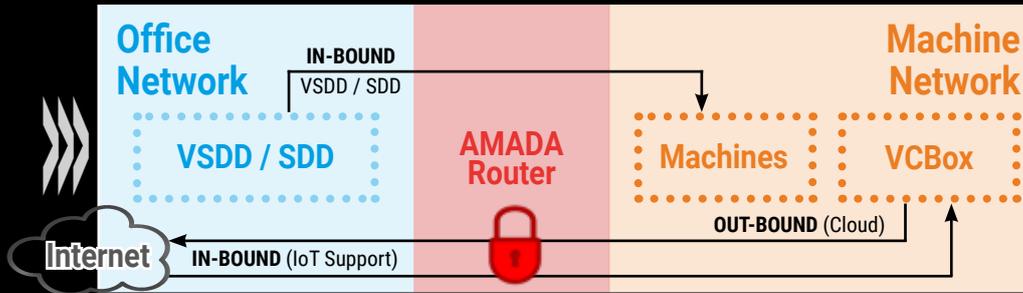
Network segregation

The AMADA network is designed to compliment IT security policies.

- Complete segregation of v-factory and AMADA machines from the customer's network: reduces risk instantly.
- Compliance with new cybersecurity regulations.
- Common structure of the AMADA network.
- Robust security update: Full control over incoming and outgoing network communication.
- Reduces the risk of connecting older AMNC machines.

Office Network IN-BOUND VSDD / SDD **VSDD / SDD** **AMADA Router** **Machine Network** **Machines** **VCBox** OUT-BOUND (Cloud) **Internet** IN-BOUND (IoT Support)

Machines guards removed for illustrative purposes. When using AMADA products, appropriate hazard prevention measures must be used.