LTWCARE

DIGITAL SERVICES

Modern machinery often causes complex challenges. We faced the challenges and developed LTWcare – an extraordinary and highly innovative software platform. LTWcare includes all digital services needed to keep your system up and running. We designed every single detail based on actual requirements and with our customers in mind. Thus, the system availability stays on an extremely high level and even improves over its entire lifecycle. LTWcare optimizes the system work flow and quickly detects any potential operational disruptions.
IT security, data processing and proactive service of your system are all high priorities for us. Our broad spectrum of products helps you to keep track of your entire system anywhere, anytime.

LTW*CARE*
APP

Keep track of everything and stay informed. Anywhere, anytime! That's the LTWcare App.

With LTWcare App you can check on your system anytime and immediately see the most important KPIs of your system at a glance, no matter where you are. Set threshold values and alarms as needed with the individually configurable dashboard. Access historical data or system documentation to see trends even faster.

The system documentation is always up-to-date which helps you to find important information even at a later point in time. The LTWcare App informs you about any issue that might occur. You can issue and track service requests quickly and effortlessly, anywhere, anytime.

« **From the very first minute on our main goal was to make our customer's lives easier by providing a complete, all-round digital system. That's why every decision we make developing LTWcare is in service of that.**

Daniel Müller, Team Leader, Digital Services

LTW*CARE*
ANALYTICS REPORT

With LTWcare Analytics Report you are always informed and up-to-date.

LTWcare Analytics report periodically generates clearly summarized management reports with the most important KPIs. These reports can be automatically sent out to different groups of recipients as needed.
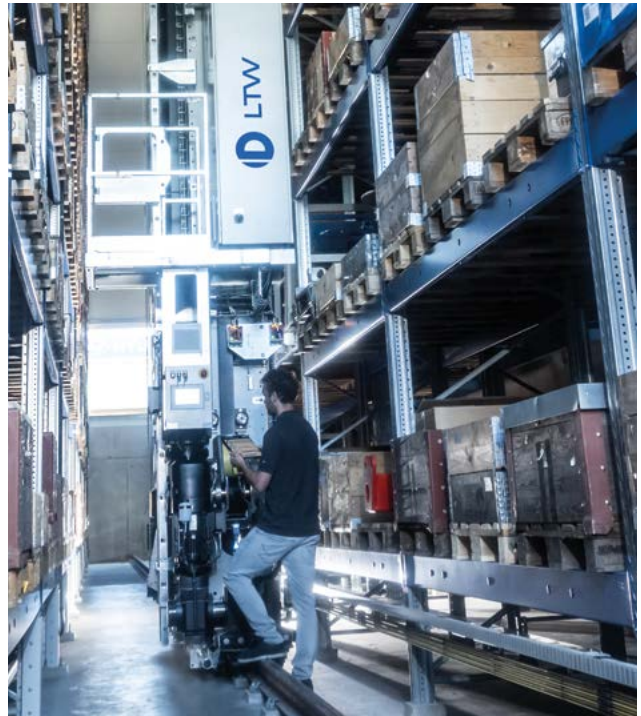
Thus, the system performance will be monitored quick and easy throughout its entire lifecycle. Individual configurations are possible at any time.

LTWCARE
CONSOLE

Save time and money with LTWcare Console. This guarantees a structured and highly efficient service process between our customers and LTW.

Customer information and diagnostic data are immediately available to our technicians which reduces downtime on system availability drastically. Every service case is documented in a database and can be accessed and viewed at any time.

This way disruptions can be fixed a lot faster in the future. Every access by a service technician is logged seamlessly. This ensures complete transparency throughout the entire service process and helps you to keep track of everything.

« **With LTWcare we have a constant overview of the actual performance of the system. The parameters are monitored permanently which allows efficient and optimized system use.**

Günter Brunner, Head of Sales, Mohrenbrauerei Vertriebs KG

LTWCARE TÜViT®
CERTCONNECT

IT security is a top priority. LTWcare Certconnect is a TÜViT certified remote connection with the latest IT security technology.

With LTWcare Certconnect, you always maintain full control over the remote connection. Access to your system must be approved by you, the customer. In addition to state-of-the-art encryption technologies, we also implemented role-specific user authentication. Every access by a service technician is logged seamlessly. This ensures complete transparency throughout the entire service process.

LTWCARE
CONTENT

Digital, complete and always up-to-date. With LTWcare Content the latest system documentation is always available when needed.

LTWcare Content provides precise and complete system documentation which reduces time consuming administrative effort significantly. It's automatically synchronized and made available to you – right at the machine. In order to allow quick access in the event of repair and maintenance works, LTWcare Content saves important configuration files right at the customer's end.

LTW*CARE*
CONNECTED LIFE SERVICE

Maximize your system availability. LTWcare Connected Life Service offers the ideal plan for machine maintenance.

The maintenance process is consistently optimized due to continuous data collection and evaluation. Therefore, unplanned shutdowns can be prevented efficiently which saves both time and money.

Maintenance will always be performed at the right time which increases plant availability significantly. Early resource management and procurement of spare parts reduce unplanned downtime costs.

LTW*CARE*
CONFERENCE CENTER

Communication should be simple and straight-forward, so you can focus on what's really important: finding quick and efficient solutions.
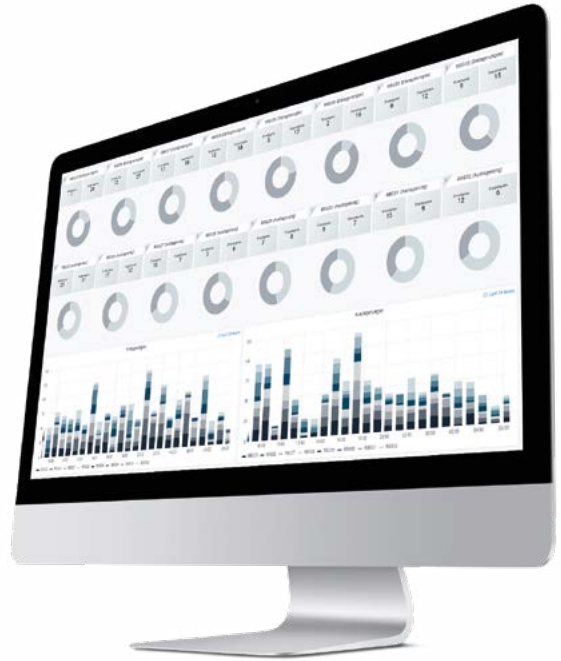
In the LTW support case, the Conference Center offers a whiteboard and a chat function with integrated audio and video telephony.

The whiteboard is a modern, interactive communication tool that allows each participant to follow every step of the process in real time.

LTW*CARE*
DIAGNOSTICS

**Innovativ. Smart. Predictive.
That's LTWcare Diagnostics.**

LTWcare Diagnostics is the basis for predictive maintenance and optimizations. Simply access current and historical data using our integrated dashboard. Important KPIs provide information about the system status at any time. In order to prevent unplanned shutdowns, LTWcare Diagnostics quickly detects any operational disruptions. Additionally, system optimization and analysis is possible even during normal operation.

« In our industry it's important to keep pace with the times and put the customer first. That's why we make security, reliability and customer satisfaction our top priorities.

Thomas Narbeshuber, Head of Service

LTW*CARE*
SPARE PARTS AGENT

Receive the parts you need in a fast and secure way with the highly innovative software design the LTWcare Spare Parts Agent offers.

Select the spare parts you need directly and conveniently in your 3D model. Our intuitive software design increases both search speed and the entire ordering process by a large margin. Linking directly to the electrical circuit diagram allows you to place your order right there and then. To make sure you get the right parts the LTW after sales team reviews your order before it goes out.

LTW.AT