

X-Pact® Service

Always at your side, quickly and dependably, worldwide





Challenge

Automation is the centerpiece of your plant. It controls production, ensures smooth processes, and provides important data and reports. Any failures can involve the risk of expensive shutdowns, falling customer satisfaction, and the loss of values.

Fast and reliable technical support by a team of experts as well as state-of-the-art automation systems are essential prerequisites for staying competitive.

What you get with X-Pact® Service from SMS group is a permanently stable and reliable plant automation system covering the whole process chain, as well as high system availability and reliable support.



Solutions from SMS group

SMS group's proven solutions for electrical and automation systems are brought together under the name X-Pact® (Process Automation Control Technology).

When it comes to realizing even complex plants, the modular X-Pact® packages are a crucial success factor. In other words: X-Pact® ensures that all plant components complement each other perfectly - from power supply and distribution to drive technology, instruments, and automation through to production planning.

Our customers have every right to expect not only holistic, efficient and future-proof automation solutions from us, but also fast response times in the event of support needs, for example. That is why we are represented all over the world with X-Pact® Service and can be contacted anytime, anywhere.

In addition to an extensive range of individual services, we also offer our customers full service packages. With these individually tailored service framework agreements, we support our customers as part of an intensive partnership and guarantee the permanently reliable, cost-effective operation of our customer's plant and equipment.

Using our proven service modules, we put together a comprehensive service package that suits your needs.

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worldwide**

X-Pact® Service Agreement

Are you looking for professional, ongoing support and assistance for your automation system? Then an X-Pact® service agreement is the right choice for you!

To guarantee the long-term cost effectiveness and overall efficiency of your equipment (OEE), we work with you to keep downtimes to a minimum.

Our X-Pact® service agreement offers you the following benefits:

- 24/7/365 telephone hotline
- Global expertise network
- A service specialist familiar with your equipment
- Remote support via the X-Pact® Service Portal

This allows your employees to take advantage of customized support for their automation system 24 hours a day, 365 days a year.

The common data platform of the X-Pact® Service Portal is where our automation specialists can immediately connect with your plant and, if required, bring in other specialists. Many issues can be resolved straightaway. This reduces overall costs and boosts the plant's performance. No time-consuming troubleshooting, but rather proper expert support and well-functioning just-in-time partnerships.

References from reputable manufacturers demonstrate the effectiveness of this work-sharing approach.

X-Pact® Service Portal – our platform for the expert diagnosis of your automation systems



The X-Pact® Service Portal is based on an SSL (secure sockets layer) technology with 128-bit encryption. Firewall and single-port technology guarantees a secure Internet connection. A relay server functions as a facility gateway and organizes the machines behind it. Other areas can also be involved in the coordination process.

Before a service expert establishes a connection with the plant, the customer opens and releases it. The connection is closed when the work is finished. Without a new service request, no connection with the plant network can be made from the outside.

Benefits at a glance:

- Front-end software including point-to-point encryption for secure data exchange
- Fast support for troubleshooting and scheduled activities
- Connection established by the customer
- Traceability of all service activities
- Transparent workflow
- Authorized access only



Portfolio

X-Pact® Service

Long-term service agreements



Our 24-hour hotline service and teleservice teams provide reliable remote support from the back office via the X-Pact® Service Portal.

Benefits at a glance:

- Technical support 24 hours a day, 365 days a year for the entire life cycle of the equipment
- Flexible service support (ad-hoc or scheduled)
- Support from SMS group's OEM experts
- Commercial framework conditions for quick and unbureaucratic support (both for teleservice and on-site assignments)

On-site support



Our automation experts and technology specialists provide you with on-site support at short notice, e.g. with troubleshooting.

Benefits at a glance:

- Guaranteed rapid assistance from SMS group experts worldwide
- Service support for scheduled and unscheduled shutdowns
- Support with maintenance and process optimization, e.g. introducing new materials or new production methods, or optimizing the system's performance

Service for automation systems throughout their entire life cycle

As our service customer, you benefit from our unique know-how and leading expertise in plant automation. Our service experts are familiar with every technical detail and all the factors that influence your automation systems and production process.

We are there for you as a responsible partner with a global service network – for the whole life cycle of your automation systems.

Updates/upgrades



We support you not only with updates for your system software but also with upgrades for your system hardware. Based on your automation structures, we configure updates and upgrades for all automation systems with short installation and commissioning times.

Benefits at a glance:

- Continuous support
- Avoidance of end-of-life events
- Improvement of your system's performance and stability
- Enhanced safety and security
- System virtualization

Spare parts



When it comes to the supply of spare parts, you can rely on the support of our worldwide service network of experienced engineers. Of course, this also includes concepts for discontinued components.

Benefits at a glance:

- Spare parts in OEM quality
- Supply of tested, pre-configured spare parts
- Short delivery times and guaranteed availability through our spare parts stores
- Lifetime support, including the inspection and release of alternatives if suppliers withdraw components from the market

Plant audit



Based on many years of experience, our specialists work with you on a comprehensive analysis of your automation system and make recommendations for improving product quality and the plant's performance.

Benefits at a glance:

- Inspection of the plant areas and automation systems
- Identification of system wear/aging
- Audit report incl. suggestions for improvement
- Plant availability maintained for years
- Full utilization of the plant's potential
- Plant analysis and optimization
- Performance of risk analyses

Training



TECademy.

We offer customized training, practical training for your team, and consulting services from our experts.

Benefits at a glance:

- In-house and on-site training courses
- Online training courses
- Practice-oriented knowledge transfer by our technical experts
- Training in system technology, engineering tools, application software, and process know-how

Consulting services for drive and power distribution systems



Using our experts' technological know-how, we work out the optimal system composition for all industrial sectors in terms of your plant's maximum performance and energy efficiency, in order to enhance your competitive edge and keep production costs to a minimum.

Benefits at a glance:

- System analysis including complex measurements
- Power supply load study
- Modernization and energy efficiency concepts
- Supply of advanced systems

Technical Outsourcing Service



For years now, large companies have been relying on SMS group outsourcing concepts to boost their corporate success and save resources.

Benefits at a glance:

- Plant service and maintenance with OEM know-how and a local contact person
- High level of expertise and assured quality
- Access to the global expert network
- Maintenance concepts
- Reduced costs through efficient maintenance
- Maximum plant availability

Test stands and test systems



We design and build customized mechatronic solutions for your project, e.g. systems for regular component testing or for a pilot test.

Benefits at a glance:

- Comprehensive mechatronic solution from a single source
- Customer-oriented creation of concept and system solutions by bundling our knowledge of mechanical, electrical, and automation systems as well as drive engineering, HMI, and hydraulics

Your direct line to our service

You expect your automation system supplier to be on site quickly to respond to events such as malfunctions. Which is why we are also represented in your region. We are already present in China, India, Italy, Russia and the United States with their own sales and processing capacities for electrics and automation.

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