rConnect

Closer link for you

rConnect
rConnect

rConnect comprises GF Machining Solutions’ modular digital services. Select the digital service which fits the best to your individual needs. From Live Remote Assistance to ensure maximum machine uptime via process improvement modules to predictive maintenance and monitoring, rConnect keeps you connected, at any time and wherever you are.
Secure connection

The most important feature of internet-based connections is security. This particularly applies to the mechanical engineering sector which wants to be certain that its highly sensitive data is secure from unauthorized access at all times. Our remote service product is certified with the TÜV IT Trusted Product Certificate.

Improve machine availability

Trust is the basis of all business and, in today’s business environment, requirements are changing faster than ever before. Your customers expect you to deliver their products in the requested quality within a defined time frame by achieving targeted costs.

Our Live Remote Assistance (LRA) supports you in keeping your commitments. Our LRA provides you direct access to our expert service engineers with the latest technology. Use your mobile devices to find solutions face-to-face. If there is a problem with your machine, you send us a service request. With this service request you establish connectivity between your machine and our service technician. We promise you a follow-up within 30 minutes of receiving your service request during local office hours.

Increase your flexibility

Know the status of your machines in real time at any location. The rConnect Cockpit is the user interface for the machine operator, maintainer or operations manager. It not only enables central access to GF Machining Solutions’ digital services but also provides the operator with support in the daily maintenance of his machine. For example, it provides an overview of all maintenance due on his machine. You can view current status messages and can call up machine performance reports.

With the Messenger module you can even get your machine park data on your mobile device. Features are machine status message, alarm message, programmed messages in the NC program and sending of a service request.
Ensure productivity and increase machine lifetime with dedicated and predictive maintenance

Proactive maintenance information keep your machine running by paying highest attention to the lifetime of your wear and spare parts. You receive timed messages linked to the actual usage of your machine.

With the predictive maintenance module we control the key components of your machine with sophisticated algorithms. To help you avoid any failures, we immediately inform you if any alarm is triggered by exceeding or falling below a threshold in a state of the machine.
At a glance

We enable our customers to run their businesses efficiently and effectively by offering innovative Milling, EDM, Laser, Spindle, Automation and Tooling solutions. A comprehensive package of Customer Services completes our proposition.

www.gfms.com
LRA
Live Remote Assistance
Live Remote Assistance

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Our Live Remote Assistance (LRA) will support you in keeping your commitments. Our LRA provides you direct access to our expert service engineers with the latest technology. Use your mobile devices to find solutions face-to-face. We promise you a follow-up within 30 minutes of receiving your service request during local office hours.

The LRA features audio, video, chat, whiteboard, file transfer, system access and screen sharing by using a mobile device or your standard PC. To ensure your security, an encrypted point-to-point connection is established between your machine and GF Machining Solutions only by your request. To ensure optimum support, each machine is treated individually by a dedicated GF Machining Solutions service engineer.

The rConnect Cockpit is the user interface for the machine operator, maintainer or operations manager. It not only enables central access to GF Machining Solutions’ digital services but also provides the operator with support in the daily activities related to the machine.

Secure connection
The most important feature of internet-based connections is security. This applies in particular to the mechanical engineering sector which wants to be certain that its highly sensitive data is secure from unauthorized access at all times. Our remote service product is certified with the TÜViT Trusted Product Certificate.

Your advantages:
• Detailed information about your machine with your cockpit per machine
• More uptime for your machinery
• Direct and interactive access to our service specialists
• Faster identification of potential problems
• Secure connection based on the latest technology— certified by TÜViT
• Connection to GF Machining Solutions’ digital services world with additional modular services like the messenger module with smartphone/tablet notifications or pro-active and predictive maintenance.
rConnect activation kit

A direct connection to GF Machining Solutions’ digital services world
rConnect activation kit

Open up new digital services possibilities for your existing GF Machining Solutions machine

With rConnect, GF Machining Solutions continues to push technological boundaries to deliver the future of services to you—today. As the machine tool industry’s most in-depth digital service platform, rConnect represents GF Machining Solutions’ Industry 4.0 vision of intelligent and high-performing services.

The kit contains all the components that our service engineer needs to properly install the hardware.

rConnect

Thanks to the rConnect activation kit, you can stay connected with your production environment anywhere and at any time. Through innovative digital services, rConnect allows you to monitor your productivity and to improve your machine availability.

The rConnect activation kit allows you to access GF Machining Solutions’ digital services world with innovative modular services.

Your benefits:
• rConnect keeps you connected to modular digital services, at any time and wherever you are.
• Greater revenue through higher level of availability and reduced downtime
• Cost reductions through optimization of service visits
• Secure connection based on the latest technology, certified by TÜViT
• A significant step in the direction of smart services to increase your efficiency

Machine type:
Please contact GF Machining Solutions to check availability of the rConnect activation kit for your machine. The kit can be used for one machine only and is limited to GF Machining Solutions’ apps. rConnect apps depend on market availability.

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