

## Media Release

Geneva  
December 2018

### **GF Machining Solutions marks 1,000<sup>th</sup> connection of its rConnect digital services platform with real-time monitoring and support**

**GF Machining Solutions Customer Services recently activated the 1,000<sup>th</sup> connection of its rConnect digital services platform. The 1,000<sup>th</sup> connection was established in November on an rConnect-ready Mikron MILL P 800 U high-performance Milling solution in the FRAISA ToolSchool in Bellach, Switzerland, demonstrating the value the platform brings to manufacturers.**

The installation at FRAISA demonstrates the value of rConnect's Live Remote Assistance (LRA) module, which links users' machines to GF Machining Solutions' diagnostic centers in real time. rConnect debuted in 2017 and continues to evolve with the addition of success-triggering modules. It represents the machine tool industry's most in-depth remote machine tool analysis and GF Machining Solutions' Service 4.0's vision of intelligent and high-performing services.

"Fast reaction and recovery are required when machines are down. Delay in production and production downtime are very costly so manufacturers need fast reaction times and reliable, fast, communication processes," said Stéphane Cru, Head of GF Machining Solutions' Customer Services Center in Geneva. "Especially with time-critical incidents, long journeys to the customer's site and the challenge of preparing service interventions with insufficient information can delay the recovery process."

Volker Reichmann, Customer Services' Head of Marketing and Sales Support, said the 1000<sup>th</sup> rConnect connection demonstrates the value the platform delivers to customers. "Every new connection proves the value of rConnect," he said. "We are continuously expanding rConnect with new modules and apps—all with clear customer benefits."

Because rConnect is a cross-technology platform supporting GF Machining Solutions' Electrical Discharge Machining (EDM), Milling and Laser solutions, users of the platform reap benefits across all of these technologies.

From rConnect's cockpit, daily information related to all machine activities—including direct access to the human-machine interface and file transfers—is easily accessed by desktop or tablet. From the cockpit and with the LRA module, customers get fast, expert support on a secure channel and that means improved diagnostics, process and follow-up.

Obvious rConnect LRA benefits include increased machine uptime and efficiency, users' ability to remotely access their machine parks—including their machines' human-machine interface (HMIs) and computer numerical control (CNC). At the same time, LRA enables fast face-to-

face assistance directly on a personal computer or tablet, ready-to-use features ranging from audio, video, chat and white board to file transfer and screen sharing, and full traceability due to tracking recorder log files.

#### **Always connected with rConnect Messenger**

The rConnect Messenger module allows users to access machine data from a mobile device, so they're always connected to their machine parks. That means they see—in real time—the status of every connected machine and can supervise their workshops and monitor machine progress from everywhere. When an incident occurs, the user can easily send a service request to get a fast, effective diagnosis.

With one app for all GF Machining Solutions technologies, Customer Services' rConnect is driving the future of services today, putting workshop management in the palms of customers' hands.

#### **More information:**

##### **Sophie Petersen**

Internal Communications and Media Relations Manager

Phone: +41 32 366 10 45

Mobile: +41 76 824 81 65

Fax: +41 32 366 19 20

sophie.petersen@georgfischer.com

##### **GF Machining Solutions Management SA**

Ipsachstrasse 16

2506 Nidau

Switzerland

[www.gfms.com](http://www.gfms.com)



**Picture caption:**

With rConnect, GF Machining Solutions Customer Services continues to push technological boundaries to deliver the future of services to customers—today.

Media Release

December 2018

Page

4/4



The new rConnect Messenger app gives customers instant access to all machine park data—such as machine status and programs—on their smartphones. Users can also send a service request to get a fast and effective diagnosis.

**Profile of GF Machining Solutions**

GF Machining Solutions is the world's leading provider of machines, diverse technical solutions and services not only to the tool and mold making industry but also to manufacturers of precision components. The portfolio ranges from Electrical Discharge Machines, high-speed and high-performance Milling machines—including clamping and palletization systems, 3D Laser surface texturing machines and Spindles—to solutions for Tooling and Automation, services, spare parts, expendable parts, consumables and Digitalization solutions. GF Machining Solutions is a globally acting Division of the Georg Fischer Group (Switzerland) and maintains a presence on 50 sites worldwide within its own organization. Its 3,255 employees generated sales of CHF 992 million in 2017. More information can be found at [www.gfms.com](http://www.gfms.com).



**GF Machining Solutions Management SA, 1217 Meyrin 1, Geneva/Switzerland**  
**T +41 22 783 31 11, F +41 22 783 06 12**