

AXEDA® CONNECTED MACHINE MANAGEMENT™ APPLICATIONS

Deliver, Manage, and Measure your Connected Product Initiatives

Today, product manufacturers understand that connecting their products is essential to minimizing downtime, reducing costs through fewer field service visits, and increasing service contract sales with new managed service offerings. To realize these benefits, manufacturers require a proven, secure, on-demand platform with a set of rich Internet applications that support and service teams can use to manage their machines and automate business processes.

An integral part of the Axeda Machine Cloud® Service, Axeda Connected Machine Management Applications provides product manufacturers with informational access to monitor, manage, and repair wired and wireless assets. With these applications, manufacturers can maximize the value of their products through services that increase uptime, streamline operations, and reduce cost of ownership.

Automating Business Processes

Axeda Connected Machine Management Applications provide informational access from Web-based user interfaces to remotely administer assets and perform desktop sharing, diagnostics, and data visualization. Administrative applications come standard to help administrators manage asset configuration and configure user and asset security. Discover how the following Axeda Connected Machine Management Applications can help you deliver, manage, and measure your connected product initiatives.

What If You Could...

- 📍 **Reduce travel** and other operational costs associated with on-site visits?
- 📍 **Achieve faster** first-time-fix repairs?
- 📍 **Streamline** your content distribution?
- 📍 **Remotely repair**, calibrate and administer devices?
- 📍 **Improve** device uptime and performance?
- 📍 **Minimize** your spare parts inventory?

- **Axeda Connected Service™** – Remotely identify, diagnose, and repair problems with assets connected to the Axeda Platform. Axeda Connected Service continuously monitors key parameters in your assets to detect problems before they cause downtime. Examples include disk space nearing full capacity or a part, such as a laser, consuming more power than normal, indicating it needs to be replaced. Instead of waiting for customers to call when there's a problem, technicians are automatically notified when potential problems arise.
- **Axeda Connected Content™** – Efficiently, securely, reliably, and cost-effectively distribute software modules, such as application and operating systems updates and upgrades, patches, and documentation, en masse. More than just transferring files, Axeda Connected Content also enables the efficient, secure, reliable, and cost-effective mass distribution of software modules, such as updates and upgrades, patches, and documentation and help files – all delivered via patented Firewall-Friendly™ communications technology. It also allows the rapid retrieval of key files, such as log, data, and configuration files, from deployed devices.
- **Axeda Connected Reporting™** – Easily build and deliver ad hoc queries, professional reports, and dashboards that clearly articulate the success metrics of Axeda, while your customers receive reports that clearly demonstrate the value of connected products. With a powerful business intelligence engine and easy-to-use report and dashboard-building tools, Axeda Connected Reporting helps you and your customers understand the “what” and “why” of your data.
- **Axeda Connected Configuration™** – Flexibly store, manage, and use asset configurations, in a way that's useful to you, to improve software management and other business processes that rely on accurate asset configuration data, allowing you to take timely and appropriate action. Using the configuration management database, any asset configuration information (version, country, language, part number, entitlement, etc.) can be stored in the Axeda Platform configuration management database for direct access.
- **Axeda Connected Access™** – Remotely and securely access products to troubleshoot problems, monitor and assist with user operations, perform training, and much more – all while working from your own desktop. Support staff can securely access, share, and operate or control the terminal, browser, application, and desktop interfaces of remote computers.

Key Product Features

- › Full set of rich Internet applications, localized in multiple languages, helps you deliver, manage, and measure your connected product initiatives for wired and wireless assets
- › Standards-based, on-demand platform provides scalability, security, and reliability
- › Secure two-way connection to deployed wired and wireless assets for proactive monitoring detects problems before they cause downtime
- › Comprehensive and granular set of permission settings enables authorized customer administrators to establish and enforce privacy policies
- › Web services for integrating with CRM, ERP, billing, and other enterprise back-office systems

Benefits

- › Reduce on-site travel with remote repair
- › Minimize spare parts inventory
- › Reduce software distribution costs and installation errors
- › Address global service user needs with multi-language support
- › Minimize downtime and maximize asset performance
- › Fix problems fast with reduced diagnosis and troubleshooting time
- › Get proactive fault notification
- › Schedule maintenance when required
- › Streamline content distribution



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Axeda provides cloud-based software for managing connected products and implementing innovative M2M applications. Our customers use our M2M cloud service to deliver innovative M2M solutions and optimize their business processes with data from their connected products. Visit the Axeda Developer Connection at <http://developer.axeda.com> to get started building your M2M solution for connected products.

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